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July 3, 2017

Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: ClearCaptions, LLC Annual Consumer Complaint Log Covering June 1,
2016-May 31, 2017
CG Docket No. 03-123

Dear Ms. Dortch,

ClearCaptions, LLC, pursuant to Section 64.604(c)(1),¹ submits herewith the ClearCaptions, LLC Annual Consumer Complaint Log submission for IP-CTS. So that the Company may finally compile and verify the accuracy of the information regarding the total number of interstate IP CTS calls during the relevant time period, ClearCaptions will be submitting that information with a request for confidential treatment by close of business on Friday, July 7, 2017.

As you will note in reviewing the compilation, many of the complaint tickets that were lodged and reported related to items such as customer internet access, the provision of which is not the responsibility of ClearCaptions, but yet ClearCaptions was able to help the customer resolve through its interaction with the customer.

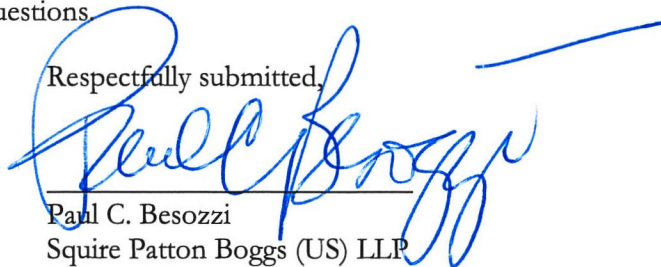
¹ 47 C.F.R. § 64.604(c)(1).

July 3, 2017

Page 2

Please contact the undersigned with any questions.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Paul C. Besozzi", is written over a horizontal line. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Paul C. Besozzi
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202-457-5292
Counsel to ClearCaptions, LLC

**ClearCaptions LLC,
Number of Complaints Alleging Violation of
Federal TRS Mandatory Minimum Standards by Month**

	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Grand Total
Count of customer cases	219	210	230	241	323	214	263	313	383	454	380	512	3742

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

Case Number	Opened Date	Closed Date	Reported Issue	Reported Issue Detail	Resolution
19699	6/24/16	7/20/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
19609	6/23/16	6/23/16	Captions	Not accurate	Customer Care identified an issue with the customer's local internet solution. There has been no further dialogue with this customer.
19387	6/21/16	6/21/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
19182	6/17/16	9/9/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
18655	6/9/16	6/9/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
20499	7/9/16	8/11/16	Captions	Not accurate	Customer initially reported an audio issue with the phone. Customer Care was unable to contact the customer after multiple attempts to further assist the customer.
20333	7/7/16	7/13/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer, customer was satisfied
24052	8/31/16	8/31/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
23932	8/30/16	8/30/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
23931	8/30/16	9/13/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
23893	8/29/16	8/29/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
23569	8/24/16	8/24/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
23475	8/23/16	9/14/16	Captions	Not accurate	Customer Care identified an issue with the phone's power cord, upon replacing the cord, customer's reported no further issues and was satisfied
22960	8/16/16	8/16/16	Captions	Not accurate	Customer Care provided additional training to the customer, no futher issues have been reported.
22915	8/16/16	8/16/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
22596	8/11/16	8/11/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
25922	9/23/16	10/6/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
25427	9/20/16	10/17/16	Captions	Not accurate	Customer Care provided some basic trouble shooting tips and scheduled an onsite visit with the customer to provide training. Customer was satisfied after receiving onsite training.
25358	9/19/16	9/19/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
24642	9/12/16	9/16/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
28610	10/22/16	10/24/16	Captions	Not accurate	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
33056	11/29/16	11/29/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
31506	11/14/16	12/22/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. Customer was not satisfied with the service and returned their Caption phone
31105	11/11/16	11/11/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
30263	11/7/16	11/7/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
30357	11/7/16	11/17/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips. Customer was not satisfied with the service and returned their Caption phone
37068	12/28/16	1/3/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
36921	12/27/16	1/7/17	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
36621	12/21/16	12/21/16	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
36291	12/19/16	1/20/17	Captions	Not accurate	Customer Care identified an issue with the customer's local internet solution. After working with the IPS the issue was resolved. There has been no further dialogue with this customer.
34897	12/10/16	12/12/16	Captions	Not accurate	Customer Care provided basic trouble shooting tips and scheduled an onsite vist for futher assistance. Upon the onsite visit, the customer's issue's were resolved and the customer is satisfied.
34461	12/7/16	12/21/16	Captions	Not accurate	Upon following-up with the customer, the customer stated their initial issue is resolved but wanted to report another issue. A separate log was created for that issue.
34216	12/6/16	1/23/17	Captions	Not accurate	Customer Care provided additional training to the customer, no futher issues have been reported.
41057	1/30/17	1/31/17	Captions	Not accurate	Customer was concerned about delays and accuracy, upon rebooting the customer's modem/router and phone, the issue was resolved.
39428	1/18/17	2/16/17	Captions	Not accurate	Customer was shipped filters to add to their phone line to reduce "noise" in the line. There has been no futher dialogue with this customer.
44963	2/26/17	3/23/17	Captions	Not accurate	Customer was dissatisfied with the Accuracy of the captioning. Customer was sent an RMA kit to return the phone
43730	2/17/17	2/22/17	Captions	Not accurate	Customer was experiencing distorted audio on their phone, Customer Care determined the phone was faulty and sent the customer a replacement.
43069	2/13/17	2/21/17	Captions	Not accurate	Customer Care provided basic trouble shooting tips
48885	3/24/17	3/24/17	Captions	Not accurate	Customer unhappy with caption accuracy, information was passed on to management
48834	3/23/17	3/29/17	Captions	Not accurate	Customer was reporting the phone would reboot during calls. Customer care shipped a new phone to the customer to replace the faulty unit.
47620	3/16/17	3/17/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
47523	3/16/17	3/21/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
46716	3/10/17	3/10/17	Captions	Not accurate	Customer was experiencing inaccurate captions on a very fast automated message from her local library. Customer Care explained that due to the poor audio recording and the speed at which it is delivered, can make captioning difficult. Customer understood.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

54844	4/28/17	4/28/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
54615	4/27/17	5/8/17	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
52830	4/17/17	4/20/17	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
50907	4/5/17	4/19/17	Captions	Not accurate	Customer Care identified an issue with the customer's phone and issued a replacement.
60177	5/31/17	5/31/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
60150	5/30/17	5/30/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
59500	5/25/17	5/25/17	Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
59478	5/25/17	5/26/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
58198	5/18/17	5/18/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
57902	5/16/17	5/24/17	Captions	Not accurate	Unable to contact customer for follow-up
56753	5/9/17	5/9/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
56319	5/8/17	5/11/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
55163	5/1/17	5/2/17	Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
18287	6/1/16	6/6/16	Captions	Not working/starting	After rebooting router, and reinstalling phone, all issues were resolved
18266	6/1/16	6/2/16	Captions	Not working/starting	Assisted customer in reestablishing wifi connection. Resolved all issues.
18306	6/1/16	6/3/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18297	6/1/16	6/1/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18323	6/2/16	6/2/16	Captions	Not working/starting	Provided customer troubleshotting tips. Customer was satisfied and there has been no further issue
18337	6/2/16	6/2/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18408	6/3/16	8/11/16	Captions	Not working/starting	Customer connectivity issues were with their ISP. We can provide no further assistance until ISP resolves issues within the customer's home.
18480	6/6/16	7/8/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18452	6/6/16	9/28/16	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
18443	6/6/16	6/6/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18491	6/6/16	6/6/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18574	6/7/16	8/2/16	Captions	Not working/starting	Customer's ISP was needed to perform onsite support. Customer confirmed that after visit, everything was working accordingly.
18553	6/7/16	6/15/16	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
18551	6/7/16	9/16/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
18510	6/7/16	6/7/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18522	6/7/16	6/7/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18523	6/7/16	6/8/16	Captions	Not working/starting	Captions weren't working due to wifi connection failure. Customer needed assistance connecting to the
18544	6/7/16	6/7/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18595	6/8/16	6/15/16	Captions	Not working/starting	Issue with customer's internet connection. Once fixed, phone worked accordingly
18579	6/8/16	6/21/16	Captions	Not working/starting	After resolving internet connection issue, phone worked accordingly. Customer was satisfied.
18598	6/8/16	6/8/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18601	6/8/16	6/8/16	Captions	Not working/starting	Provided customer troubleshotting tips. Customer was satisfied and there has been no further issue
18637	6/9/16	7/8/16	Captions	Not working/starting	Century Link outage, once resolved, phone worked accordingly
18682	6/9/16	6/27/16	Captions	Not working/starting	Customer experienced issues with mobile app because their carrier doesn't allow for voice and data at the same time.
18658	6/9/16	6/9/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18664	6/9/16	6/10/16	Captions	Not working/starting	Resolved customer's wifi connection
18676	6/9/16	6/10/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18685	6/10/16	9/9/16	Captions	Not working/starting	Customer dropped internet service, will call back once established
18721	6/10/16	6/10/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18734	6/10/16	6/20/16	Captions	Not working/starting	Resolved customer's wifi connection
18753	6/13/16	6/18/16	Captions	Not working/starting	After cycling the power on the router, resetting the customer's router password, and applied necessary network configurations, phone worked accordingly. Customer was satisfied.
18770	6/13/16	6/13/16	Captions	Not working/starting	Resolved customer's wifi connection
18776	6/13/16	6/13/16	Captions	Not working/starting	Resolved customer's wifi connection
18800	6/13/16	6/14/16	Captions	Not working/starting	Resolved customer's wifi connection
18854	6/14/16	7/11/16	Captions	Not working/starting	Sent onsite support to establish a network connection.
18829	6/14/16	6/14/16	Captions	Not working/starting	Resolved customer's ethernet connection
18855	6/14/16	6/14/16	Captions	Not working/starting	Resolved customer's wifi connection
18910	6/15/16	6/15/16	Captions	Not working/starting	Once wifi issue resolved, everything worked accordingly
18978	6/15/16	6/15/16	Captions	Not working/starting	Resolved customer's wifi connection
18994	6/15/16	8/30/16	Captions	Not working/starting	Phone issues required it be RMA'd. New phone resolved issues.
19082	6/16/16	6/16/16	Captions	Not working/starting	Resolved customer's wifi connection
19088	6/16/16	9/16/16	Captions	Not working/starting	Resolved customer's wifi connection
19114	6/17/16	7/11/16	Captions	Not working/starting	Resolved customer's wifi connection
19126	6/17/16	6/17/16	Captions	Not working/starting	Resolved customer's wifi connection
19129	6/17/16	6/17/16	Captions	Not working/starting	Resolved customer's wifi connection
19211	6/20/16	6/20/16	Captions	Not working/starting	Resolved customer's wifi connection
19228	6/20/16	6/20/16	Captions	Not working/starting	Resolved customer's wifi connection
19323	6/21/16	6/22/16	Captions	Not working/starting	After performing a complete factory reset to the router, issues were resolved.
19393	6/21/16	8/24/16	Captions	Not working/starting	After installing new router, all issues were resolved.
19314	6/21/16	6/21/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19358	6/21/16	6/21/16	Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
19362	6/21/16	6/22/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
19501	6/22/16	8/3/16	Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

19428	6/22/16	7/6/16	Captions	Not working/starting	Resolved customer's wifi connection
19426	6/22/16	7/7/16	Captions	Not working/starting	Resolved customer's wifi connection
19409	6/22/16	6/22/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
19410	6/22/16	6/22/16	Captions	Not working/starting	Resolved customer's wifi connection
19420	6/22/16	6/22/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19427	6/22/16	8/30/16	Captions	Not working/starting	ISP issue resolved, phone working accordingly
19434	6/22/16	6/22/16	Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
19496	6/22/16	6/22/16	Captions	Not working/starting	reran connection wizard. Everything is working accordingly. Customer was satisfied
19500	6/22/16	9/12/16	Captions	Not working/starting	resolved customers network connection
19511	6/22/16	6/22/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19570	6/23/16	6/23/16	Captions	Not working/starting	Phone was defective. A replacement was sent to the customer.
19598	6/23/16	7/7/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
19523	6/23/16	6/23/16	Captions	Not working/starting	Resolved customer's wifi connection
19524	6/23/16	6/23/16	Captions	Not working/starting	Resolved customer's wifi connection
19540	6/23/16	6/23/16	Captions	Not working/starting	After further training the customer on use of the phone, no issue could be found.
19564	6/23/16	6/23/16	Captions	Not working/starting	Resolved customer's wifi connection
19572	6/23/16	6/23/16	Captions	Not working/starting	Resolved customer's wifi connection
19592	6/23/16	6/23/16	Captions	Not working/starting	Resolved customer's ethernet connection
19596	6/23/16	6/23/16	Captions	Not working/starting	Resolved customer's wifi connection
19660	6/24/16	8/3/16	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
19676	6/24/16	8/3/16	Captions	Not working/starting	Customer didn't know wireless key for router, was going to follow-up with their ISP to get the key.
19690	6/24/16	9/27/16	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
19649	6/24/16	8/2/16	Captions	Not working/starting	Resolved customer's wifi connection
19666	6/24/16	6/24/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19678	6/24/16	6/24/16	Captions	Not working/starting	Resolved customer's wifi connection
19707	6/25/16	7/13/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
19701	6/25/16	7/6/16	Captions	Not working/starting	After performing a complete factory reset to the router, issues were resolved.
19710	6/25/16	7/7/16	Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
19712	6/25/16	6/27/16	Captions	Not working/starting	Resolved customer's wifi connection
19713	6/26/16	8/3/16	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
19780	6/27/16	6/27/16	Captions	Not working/starting	Resolved customer's wifi connection
19786	6/27/16	6/27/16	Captions	Not working/starting	Resolved customer's wifi connection
19882	6/28/16	7/7/16	Captions	Not working/starting	After rebooting the customer's router and providing additional training, the customer was satisfied and issues were resolved.
19801	6/28/16	6/28/16	Captions	Not working/starting	Resolved customer's wifi connection
19871	6/28/16	7/6/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
19810	6/28/16	6/28/16	Captions	Not working/starting	Resolved customer's wifi connection
19966	6/29/16	7/20/16	Captions	Not working/starting	Customer's son changed their wifi info, upon fixing in the phone, customer was satisfied and phone was working.
19955	6/29/16	6/29/16	Captions	Not working/starting	Assisted customer in establishing a network connection. After providing additional training, all issues were resolved.
19931	6/29/16	6/29/16	Captions	Not working/starting	Provided additional training to customer on how to restart captioning. All issues were resolved
19934	6/29/16	6/29/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19940	6/29/16	6/29/16	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
19941	6/29/16	6/29/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19974	6/29/16	7/1/16	Captions	Not working/starting	Resolved customer's wifi connection
19980	6/29/16	6/29/16	Captions	Not working/starting	Resolved customer's ethernet connection
20064	6/30/16	8/2/16	Captions	Not working/starting	Assisted customer with reinstalling the phone. All issues were resolved.
20117	7/1/16	7/11/16	Captions	Not working/starting	Assisted customer in installing a wifi range extender. All functioning accordingly once done.
20088	7/1/16	7/1/16	Captions	Not working/starting	Resolved customer's wifi connection
20133	7/2/16	7/12/16	Captions	Not working/starting	Customer needed onsite assistance with the phone. Upon technician visit, issues were resolved.
20165	7/5/16	8/2/16	Captions	Not working/starting	customer needed assistance reestablishing network connection.
20204	7/5/16	7/5/16	Captions	Not working/starting	Resolved customer's wifi connection
20159	7/5/16	7/5/16	Captions	Not working/starting	Resolved customer's wifi connection
20194	7/5/16	7/5/16	Captions	Not working/starting	Resolved customer's wifi connection
20214	7/5/16	9/28/16	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
20266	7/6/16	7/11/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
20278	7/6/16	8/2/16	Captions	Not working/starting	Customer ISP outage impacted Captions service. Once re-established everything worked accordingly
20291	7/6/16	8/4/16	Captions	Not working/starting	Resolved customer's wifi connection
20305	7/6/16	7/26/16	Captions	Not working/starting	Resolved customer's wifi connection
20244	7/6/16	7/6/16	Captions	Not working/starting	Resolved customer's wifi connection
20260	7/6/16	7/6/16	Captions	Not working/starting	Resolved customer's wifi connection
20300	7/6/16	7/6/16	Captions	Not working/starting	Resolved customer's wifi connection
20385	7/7/16	8/24/16	Captions	Not working/starting	Resolved customer's wifi connection
20335	7/7/16	7/7/16	Captions	Not working/starting	Resolved customer's wifi connection
20343	7/7/16	7/7/16	Captions	Not working/starting	Resolved customer's wifi connection
20372	7/7/16	7/7/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
20435	7/8/16	7/12/16	Captions	Not working/starting	Resolved customer's wifi connection
20474	7/8/16	7/11/16	Captions	Not working/starting	After trouble shooting the issue, and rebooting their wifi router, the problem was resolved. Everything was working accordingly afterwards
20413	7/8/16	7/8/16	Captions	Not working/starting	After doing a fresh power cycle, all issues were resolved.
20424	7/8/16	7/8/16	Captions	Not working/starting	Resolved customer's wifi connection
20434	7/8/16	7/8/16	Captions	Not working/starting	Resolved customer's wifi connection
20486	7/8/16	7/8/16	Captions	Not working/starting	Customer had a firewall issue, upon resolving everything was working accordingly
20500	7/9/16	7/11/16	Captions	Not working/starting	Resolved customer's wifi connection
20501	7/9/16	7/9/16	Captions	Not working/starting	Resolved customer's ethernet connection
20510	7/10/16	8/17/16	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
20522	7/11/16	7/27/16	Captions	Not working/starting	after powercycling the phone, issues were resolved.

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2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

20527	7/11/16	7/13/16	Captions	Not working/starting	Customer had a loose connection in their onsite network panel in their condo. Support came by and fixed. All issues resolved.
20544	7/11/16	7/20/16	Captions	Not working/starting	resolved customers wifi connection
20548	7/11/16	9/29/16	Captions	Not working/starting	sent onsite support to establish a network connection.
20531	7/11/16	7/11/16	Captions	Not working/starting	Resolved customer's ethernet connection
20566	7/11/16	7/11/16	Captions	Not working/starting	Resolved customer's wifi connection
20567	7/11/16	7/11/16	Captions	Not working/starting	Resolved customer's wifi connection
20605	7/12/16	9/22/16	Captions	Not working/starting	Home network was creating connection issues, upon resolving the issue, customer was satisfied and the issues were resolved.
20695	7/13/16	7/18/16	Captions	Not working/starting	Resolved issue with customer's ISP "switching from complimentary period" to regular service. Once resolved, connection was reestablished
20671	7/13/16	7/22/16	Captions	Not working/starting	ISP visit onsite resolved network issues.
20677	7/13/16	9/7/16	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
20807	7/14/16	7/26/16	Captions	Not working/starting	Resolved customer's wifi connection
20808	7/14/16	7/21/16	Captions	Not working/starting	Local ISP resolved network issue at their residence. All issues were resolved.
20734	7/14/16	7/14/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
20736	7/14/16	7/18/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
20752	7/14/16	7/14/16	Captions	Not working/starting	Resolved customer's wifi connection
20754	7/14/16	7/14/16	Captions	Not working/starting	Resolved customer's wifi connection
20863	7/15/16	8/2/16	Captions	Not working/starting	Resolved customer's wifi connection
20837	7/15/16	8/4/16	Captions	Not working/starting	ISP needed to activate modem, once done, all issues resolved
20817	7/15/16	7/15/16	Captions	Not working/starting	Resolved customer's wifi connection
20822	7/15/16	7/15/16	Captions	Not working/starting	Resolved customer's wifi connection
20824	7/15/16	7/15/16	Captions	Not working/starting	Resolved customer's wifi connection
20864	7/15/16	7/15/16	Captions	Not working/starting	After doing a fresh power cycle, all issues were resolved.
20871	7/15/16	9/29/16	Captions	Not working/starting	Resolved customer's wifi connection
20886	7/16/16	8/25/16	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
20941	7/18/16	8/2/16	Captions	Not working/starting	customer needed new router, once installed, everything resolved
20933	7/18/16	7/18/16	Captions	Not working/starting	Resolved customer's wifi connection
20935	7/18/16	7/18/16	Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
20977	7/19/16	8/9/16	Captions	Not working/starting	After working with IT POC, firewall issue was resolved and everything was working accordingly
21015	7/19/16	8/17/16	Captions	Not working/starting	after troubleshotting firewall issues, the problem was resolved.
20983	7/19/16	8/3/16	Captions	Not working/starting	customer's home wifi network and placement of the phone were resulting in connection issues. Upon the customer installing a better wifi router, issues were resolved.
20989	7/19/16	7/19/16	Captions	Not working/starting	Resolved customer's wifi connection
21030	7/19/16	7/19/16	Captions	Not working/starting	Resolved customer's wifi connection
21052	7/20/16	7/25/16	Captions	Not working/starting	Resolved customer's ethernet connection
21063	7/20/16	7/20/16	Captions	Not working/starting	Resolved customer's wifi connection
21065	7/20/16	7/20/16	Captions	Not working/starting	Resolved customer's ethernet connection
21083	7/20/16	7/20/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
21224	7/21/16	10/14/16	Captions	Not working/starting	Firewall was causing issues around software updates to the phone. Upon resolving, phone was working accordingly
21147	7/21/16	7/21/16	Captions	Not working/starting	Assisted customer in establishing a network connection. After providing additional training, all issues were resolved.
21157	7/21/16	7/21/16	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
21178	7/21/16	7/21/16	Captions	Not working/starting	resolved customer's ethernet connection
21218	7/21/16	7/27/16	Captions	Not working/starting	Resolved customer's wifi connection
21260	7/22/16	8/17/16	Captions	Not working/starting	upon resolving firewall issues, the problems were resolved. Customer was satisfied.
21261	7/22/16	8/17/16	Captions	Not working/starting	after troubleshotting firewall issues, the problem was resolved.
21262	7/22/16	8/11/16	Captions	Not working/starting	Phone issues required it be RMA'd.
21230	7/22/16	8/9/16	Captions	Not working/starting	upon trouble shooting the issue with the customer, no problem could be found. Customer was satisfied.
21335	7/23/16	7/23/16	Captions	Not working/starting	resolved customer's network connection
21336	7/23/16	7/23/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
21339	7/23/16	8/17/16	Captions	Not working/starting	Assisted customer in establishing a network connection. After providing additional training, all issues were resolved.
21366	7/25/16	7/25/16	Captions	Not working/starting	Resolved customer's wifi connection
21466	7/26/16	8/9/16	Captions	Not working/starting	firewall was causing issues. Upon resolving, phone was working accordingly
21465	7/26/16	7/26/16	Captions	Not working/starting	Resolved customer's wifi connection
21492	7/26/16	7/26/16	Captions	Not working/starting	Resolved customer's ethernet connection
21496	7/26/16	7/26/16	Captions	Not working/starting	Resolved customer's wifi connection
21498	7/26/16	7/26/16	Captions	Not working/starting	Resolved customer's wifi connection
21603	7/27/16	7/27/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
21653	7/28/16	9/1/16	Captions	Not working/starting	Customer was having network issues due to wifi extenders. After trouble shooting the issue, customer's son became involved and asked that they had issues that won't be resolved for several months and ask that we wait until then to follow-up.
21706	7/28/16	8/1/16	Captions	Not working/starting	Resolved customer's wifi connection
21758	7/29/16	8/26/16	Captions	Not working/starting	Customer confused as to the blinking lights on the back of the ethernet port, all issues were resolved.
21742	7/29/16	7/29/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
21763	7/29/16	7/29/16	Captions	Not working/starting	Resolved customer's wifi connection
21807	7/29/16	8/12/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
21813	7/30/16	7/30/16	Captions	Not working/starting	resolved customer's ethernet connection
21819	7/30/16	7/30/16	Captions	Not working/starting	Resolved customer's wifi connection
21936	8/2/16	8/26/16	Captions	Not working/starting	unable to Contact customer to provide Technical Support. There has been no further dialogue with this customer.
22050	8/3/16	8/15/16	Captions	Not working/starting	Customer on a shared network that doesn't support captions phone.
22037	8/3/16	8/12/16	Captions	Not working/starting	Assisted customer in establishing a network connection. After providing additional training, all issues were resolved.
22103	8/3/16	8/10/16	Captions	Not working/starting	Assisted customer in establishing a network connection. After providing additional training, all issues were resolved.
22139	8/4/16	8/4/16	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
22140	8/4/16	8/4/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

22193	8/4/16	8/4/16 Captions	Not working/starting	Resolved customer's wifi connection
22278	8/5/16	8/18/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
22256	8/5/16	8/5/16 Captions	Not working/starting	Resolved customer's wifi connection
22277	8/5/16	8/5/16 Captions	Not working/starting	Resolved customer's wifi connection
22358	8/8/16	8/18/16 Captions	Not working/starting	Assisted customer in establishing a network connection. After providing additional training, all issues were resolved.
22324	8/8/16	9/14/16 Captions	Not working/starting	Assisted customer in establishing a network connection. After providing additional training, all issues were resolved.
22312	8/8/16	8/8/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22347	8/8/16	8/8/16 Captions	Not working/starting	Resolved customer's wifi connection
22355	8/8/16	8/8/16 Captions	Not working/starting	resolved wifi connection.
22385	8/8/16	8/8/16 Captions	Not working/starting	Resolved customer's wifi connection
22388	8/8/16	8/8/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22407	8/9/16	9/14/16 Captions	Not working/starting	Customer has ISP issues, upon those being resolved, everything was working accordingly.
22417	8/9/16	8/10/16 Captions	Not working/starting	ISP COX resolved was going to perform an onsite visit to resolve network issues. Customer called back saying everything was resolved and phone was working accordingly
22404	8/9/16	8/9/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22486	8/9/16	8/9/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22505	8/10/16	8/11/16 Captions	Not working/starting	Resolved customer's wifi connection
22520	8/10/16	8/16/16 Captions	Not working/starting	Customer thought they were calling CaptionCall customer service.
22531	8/10/16	8/10/16 Captions	Not working/starting	Resolved customer's wifi connection
22541	8/10/16	8/10/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22616	8/11/16	8/12/16 Captions	Not working/starting	Resolved customer's wifi connection
22583	8/11/16	8/11/16 Captions	Not working/starting	Resolved customer's wifi connection
24021	8/31/16	8/31/16 Captions	Not working/starting	Resolved customer's wifi connection
24011	8/31/16	8/31/16 Captions	Not working/starting	Firewall issues, facilities network admin to make necessary changes. No further dialogue with this customer.
23986	8/30/16	8/30/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
23943	8/30/16	8/30/16 Captions	Not working/starting	Customer's number no longer in service. Advised they contact their service provider
23940	8/30/16	8/30/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
23948	8/30/16	9/2/16 Captions	Not working/starting	after swapping ports on the modem, all issues were resolved
22649	8/11/16	8/11/16 Captions	Not working/starting	Resolved customer's wifi connection
23836	8/29/16	8/29/16 Captions	Not working/starting	Resolved customer's wifi connection
23832	8/29/16	8/29/16 Captions	Not working/starting	resolved customer's ethernet connection
23812	8/29/16	8/29/16 Captions	Not working/starting	provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
23808	8/29/16	8/29/16 Captions	Not working/starting	Resolved customer's wifi connection
23820	8/29/16	9/1/16 Captions	Not working/starting	Customer plugged phone power cord into a "switch" controlled outlet. Once resolved, phone stayed powered on and working
22663	8/11/16	8/16/16 Captions	Not working/starting	resolved customers network connection
23599	8/25/16	8/30/16 Captions	Not working/starting	Resolved customer's wifi connection
23620	8/25/16	9/1/16 Captions	Not working/starting	enterprise firewall issues, unable to be put into contact with their IT POC as they outsource the service. Advised customer to identify the correct POC and call us back with info so that we can troubleshoot.
23511	8/24/16	8/24/16 Captions	Not working/starting	Resolved customer's wifi connection
23506	8/24/16	8/24/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
23564	8/24/16	9/1/16 Captions	Not working/starting	Re-ran connection wizard on phone, all issues were resolved.
23491	8/24/16	9/21/16 Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
23529	8/24/16	10/12/16 Captions	Not working/starting	Customer keeps rescheduling technician visit, and will let us know when they are available
23482	8/23/16	8/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
23413	8/23/16	8/23/16 Captions	Not working/starting	Resolved customer's wifi connection
23453	8/23/16	9/7/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied.
23389	8/22/16	8/26/16 Captions	Not working/starting	Resolved customer's wifi connection
23387	8/22/16	8/29/16 Captions	Not working/starting	Resolved customer's wifi connection
23327	8/22/16	8/22/16 Captions	Not working/starting	Resolved customer's wifi connection
22750	8/12/16	9/30/16 Captions	Not working/starting	Resolved customer's wifi connection
22755	8/13/16	9/14/16 Captions	Not working/starting	resolved customers network connection
23316	8/22/16	8/22/16 Captions	Not working/starting	resolved customer's ethernet connection
23320	8/22/16	9/14/16 Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
23295	8/20/16	9/6/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
23269	8/19/16	8/19/16 Captions	Not working/starting	provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
23231	8/19/16	9/1/16 Captions	Not working/starting	Resolved customer's wifi connection
23213	8/19/16	8/26/16 Captions	Not working/starting	Assisted customer with installation of range extender
23253	8/19/16	9/16/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
23238	8/19/16	9/16/16 Captions	Not working/starting	customer had wifi issue, after fixing connection, everything worked
23178	8/18/16	8/18/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
23151	8/18/16	8/18/16 Captions	Not working/starting	Resolved customer's wifi connection
23118	8/18/16	8/18/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
23135	8/18/16	9/1/16 Captions	Not working/starting	Customer was experiencing enterprise firewall issues. Issues were resolved on customer's end and everything was working accordingly
23064	8/17/16	8/17/16 Captions	Not working/starting	Assisted customer with software update on the phone. Issues were resolved.
23011	8/17/16	8/17/16 Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
23000	8/17/16	8/17/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
23001	8/17/16	8/24/16 Captions	Not working/starting	Resolved customer's wifi connection
22965	8/16/16	8/16/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
22876	8/15/16	9/8/16 Captions	Not working/starting	Customer needed DSL filter added to their phone line. Once installed, issue was resolved.
22949	8/16/16	8/16/16 Captions	Not working/starting	resolved customer's ethernet connection
22793	8/15/16	8/15/16 Captions	Not working/starting	Resolved customer's wifi connection
22864	8/15/16	9/14/16 Captions	Not working/starting	Resolved customer's wifi connection
22819	8/15/16	8/15/16 Captions	Not working/starting	Resolved customer's wifi connection
22857	8/15/16	8/15/16 Captions	Not working/starting	Customer's phone was a long distance from their wifi router, recommend the customer install a range extender to help maintain network connection.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

26596	9/30/16	10/6/16 Captions	Not working/starting	unable to Contact customer to provide Technical Support. There has been no further dialogue with this customer
26586	9/30/16	12/8/16 Captions	Not working/starting	resolved customer's network connection
26511	9/29/16	9/29/16 Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
26477	9/29/16	9/29/16 Captions	Not working/starting	Resolved customer's wifi connection
26469	9/29/16	9/29/16 Captions	Not working/starting	Resolved customer's wifi connection
26431	9/29/16	9/29/16 Captions	Not working/starting	Customer switched ISPs, all resolved after new install.
26407	9/29/16	10/20/16 Captions	Not working/starting	Issued the customer an RMA to replace the customer's phone technical issues. Issue seems to be resolved.
26448	9/29/16	11/7/16 Captions	Not working/starting	After re-establishing customer wifi, all issues resolved.
26383	9/28/16	10/5/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
26312	9/28/16	10/28/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
26216	9/27/16	9/27/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
26215	9/27/16	9/27/16 Captions	Not working/starting	resolved customers network connection
26206	9/27/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
26202	9/27/16	10/12/16 Captions	Not working/starting	Resolved customer's wifi connection
26178	9/27/16	9/28/16 Captions	Not working/starting	resolved customers network connection
26143	9/26/16	9/26/16 Captions	Not working/starting	Resolved customer's wifi connection
26142	9/26/16	9/26/16 Captions	Not working/starting	resolved customer's network connection
26096	9/26/16	10/4/16 Captions	Not working/starting	Resolved customer's wifi connection
26054	9/26/16	9/26/16 Captions	Not working/starting	provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
26011	9/26/16	9/27/16 Captions	Not working/starting	Customer's firewall issues were resolved and everything working accordingly
26013	9/26/16	9/26/16 Captions	Not working/starting	Resolved customer's wifi connection
26130	9/26/16	10/12/16 Captions	Not working/starting	Resolved customer's wifi connection
25976	9/24/16	9/26/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
25955	9/23/16	9/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
25935	9/23/16	9/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
25854	9/23/16	9/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
25768	9/22/16	10/6/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
25760	9/22/16	9/22/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
25718	9/22/16	9/22/16 Captions	Not working/starting	Resolved customer's wifi connection
25832	9/22/16	10/29/16 Captions	Not working/starting	Resolved customer's wifi connection
25748	9/22/16	9/26/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
25745	9/22/16	9/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
25744	9/22/16	9/26/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
25719	9/22/16	9/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
25702	9/22/16	9/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
25716	9/22/16	9/26/16 Captions	Not working/starting	Firewall issue resulted in captions not working, upon resolving the issue, everything was working accordingly
25666	9/21/16	9/23/16 Captions	Not working/starting	Customer resolved issues on their own. All is working accordingly now
25664	9/21/16	9/23/16 Captions	Not working/starting	Captions are working accordingly. Not issue found
25672	9/21/16	9/23/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
25643	9/21/16	9/26/16 Captions	Not working/starting	After network outage, phone was back-up and working accordingly
25589	9/21/16	10/29/16 Captions	Not working/starting	Customer experienced issue during network outage, all issues are now resolved.
25591	9/21/16	9/23/16 Captions	Not working/starting	resolved customers network connection
25682	9/21/16	10/11/16 Captions	Not working/starting	Due to outage, customer wasn't receiving captioning. Once service was restored, everything worked accordingly
25559	9/21/16	10/3/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
25478	9/20/16	9/20/16 Captions	Not working/starting	Customer Care provided additional training to the user, which resolved the issue
25537	9/20/16	9/27/16 Captions	Not working/starting	Phone issues required a replacement unit be sent to the customer
25466	9/20/16	10/21/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
25425	9/20/16	9/27/16 Captions	Not working/starting	after assisting the customer with their wifi connection, everything was resolved.
25280	9/19/16	9/20/16 Captions	Not working/starting	Resolved customer's wifi connection
25264	9/19/16	9/19/16 Captions	Not working/starting	Resolved customer's wifi connection
25253	9/19/16	9/19/16 Captions	Not working/starting	After powercycling the phone, issues were resolved.
25359	9/19/16	9/20/16 Captions	Not working/starting	After powercycling the phone, issues were resolved.
25301	9/19/16	9/20/16 Captions	Not working/starting	Customer's wifi router was long distance from phone, resulting in poor wifi connection. Provided suggestions to the customer that would assist in a stronger wifi signal to the phone.
25186	9/17/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
25185	9/17/16	9/17/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
25168	9/17/16	10/14/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
25172	9/17/16	9/19/16 Captions	Not working/starting	resolved customers network connection
25191	9/17/16	10/7/16 Captions	Not working/starting	Customer's ISP was working on the lines. Phone working again.
25040	9/16/16	9/20/16 Captions	Not working/starting	resolved customers network connection
25037	9/16/16	9/20/16 Captions	Not working/starting	resolved customer's network connection
25026	9/16/16	9/28/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
25007	9/15/16	9/15/16 Captions	Not working/starting	Resolved customer's wifi connection
24978	9/15/16	9/15/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
24997	9/15/16	9/16/16 Captions	Not working/starting	After powercycling the phone and router, issues were resolved.
24897	9/14/16	9/14/16 Captions	Not working/starting	Resolved customer's wifi connection
24877	9/14/16	9/14/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
24874	9/14/16	9/14/16 Captions	Not working/starting	Resolved customer's wifi connection
24806	9/14/16	9/14/16 Captions	Not working/starting	Resolved customer's wifi connection
24823	9/14/16	9/14/16 Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

24789	9/13/16	9/13/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
24733	9/13/16	9/13/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
24736	9/13/16	11/9/16 Captions	Not working/starting	After workign with IT POC, all firewall issues were resolved and the phone was working.
24686	9/12/16	9/12/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
24664	9/12/16	9/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
24622	9/12/16	9/13/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
24603	9/9/16	9/9/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
24593	9/9/16	9/9/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
24543	9/9/16	9/9/16 Captions	Not working/starting	Resolved customer's wifi connection
24514	9/8/16	9/8/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
24496	9/8/16	10/7/16 Captions	Not working/starting	customer needed assistance connecting to wifi
24380	9/7/16	9/8/16 Captions	Not working/starting	resolved customer's network connection
24374	9/7/16	9/12/16 Captions	Not working/starting	Customer's internet was down. Upon re-establishing their network, phone was working accordingly
24275	9/6/16	9/6/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
24252	9/6/16	9/6/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
24287	9/6/16	9/6/16 Captions	Not working/starting	Phone was defective. A replacement was sent to the customer.
24246	9/6/16	10/13/16 Captions	Not working/starting	Required to RMA the phone and send a replacement
24195	9/2/16	9/2/16 Captions	Not working/starting	Resolved customer's wifi connection
24175	9/2/16	9/2/16 Captions	Not working/starting	Issue with customers ISP. Advised the customer call us back once resolved.
24166	9/2/16	9/2/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
24180	9/2/16	10/31/16 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
24158	9/2/16	9/2/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
24106	9/1/16	9/29/16 Captions	Not working/starting	Unable to Contact customer to provide Technical Support. There has been no further dialogue with this customer.
24093	9/1/16	9/1/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
24095	9/1/16	9/16/16 Captions	Not working/starting	Issue with Customer's ISP, once resolved, Phone was working accordingly
29550	10/31/16	11/1/16 Captions	Not working/starting	Provided training to the customer on how to transfer calls from one phone to the Caption phone. This resolved the customer's issue.
29460	10/31/16	10/31/16 Captions	Not working/starting	Resolved customer's wifi connection
29433	10/31/16	10/31/16 Captions	Not working/starting	resolved customer's network connection
29414	10/31/16	11/6/16 Captions	Not working/starting	Resolved customer's wifi connection
29411	10/31/16	10/31/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
29552	10/31/16	11/1/16 Captions	Not working/starting	resolved customers network connection
29526	10/31/16	11/29/16 Captions	Not working/starting	resolved customer's network connection
29452	10/31/16	11/9/16 Captions	Not working/starting	Customer's ISP came to the customer's residence to resolve network issues. Phone was working accordingly after visit and customer was satisfied.
29380	10/30/16	10/30/16 Captions	Not working/starting	Resolved customer's wifi connection
29360	10/29/16	10/29/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
29335	10/29/16	11/1/16 Captions	Not working/starting	After powercycling the phone and router, issues were resolved.
29369	10/29/16	11/16/16 Captions	Not working/starting	Phone was defective. A replacement was sent to the customer.
29238	10/28/16	10/28/16 Captions	Not working/starting	Resolved customer's wifi connection
29216	10/28/16	10/28/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
29239	10/28/16	11/3/16 Captions	Not working/starting	Customer's IT POC needed to resolve firewall issues on their end. Upon resolving all worked accordingly
29160	10/27/16	10/27/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
29149	10/27/16	10/27/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
29074	10/27/16	10/27/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
28996	10/26/16	10/26/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
28970	10/26/16	10/26/16 Captions	Not working/starting	Upon network outage being resolved, everything worked accordingly
28969	10/26/16	10/26/16 Captions	Not working/starting	Upon network outage being resolved, everything worked accordingly
28958	10/26/16	10/26/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
28955	10/26/16	10/26/16 Captions	Not working/starting	Upon network outage being resolved, everything worked accordingly
28926	10/26/16	10/26/16 Captions	Not working/starting	Upon network outage being resolved, everything worked accordingly
28922	10/26/16	10/26/16 Captions	Not working/starting	Upon network outage being resolved, everything worked accordingly
28912	10/26/16	10/26/16 Captions	Not working/starting	Resolved customer's wifi connection
28992	10/26/16	10/26/16 Captions	Not working/starting	After performing a software update on the phone, all issues were resolved.
28905	10/26/16	10/26/16 Captions	Not working/starting	phone is faulty, new phone was sent to the customer
28901	10/26/16	12/5/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
28866	10/25/16	10/25/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
28762	10/24/16	10/24/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
28724	10/24/16	10/24/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
28650	10/24/16	10/24/16 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
28617	10/24/16	10/24/16 Captions	Not working/starting	Resolved customer's wifi connection
28668	10/24/16	11/28/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
28522	10/21/16	12/21/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
28492	10/20/16	10/24/16 Captions	Not working/starting	Resolved customer's wifi connection

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

28491	10/20/16	10/20/16 Captions	Not working/starting	Resolved customer's wifi connection
28471	10/20/16	10/20/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
28375	10/19/16	10/19/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
28267	10/19/16	10/19/16 Captions	Not working/starting	After powercycling the router, all issues were resolved
28265	10/19/16	10/19/16 Captions	Not working/starting	Resolved customer's wifi connection
28256	10/19/16	10/19/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
28373	10/19/16	10/27/16 Captions	Not working/starting	ISP needed to resolve router issues. Upon resolution, everything worked accordingly
28323	10/19/16	10/20/16 Captions	Not working/starting	Phone outage due to statewide ISP outage. Confirmed once network outage was resolved, phone was working accordingly
28229	10/18/16	10/18/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
28200	10/18/16	10/18/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
28122	10/18/16	10/18/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
28106	10/17/16	10/18/16 Captions	Not working/starting	after providing additional training to the customer, the customer's issues were resolved.
28103	10/17/16	10/19/16 Captions	Not working/starting	Customer had issues with their computer. Technicians came onsite and resolved the issue.
27979	10/17/16	10/20/16 Captions	Not working/starting	Resolved customer's wifi connection
27954	10/17/16	10/17/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27949	10/17/16	1/17/17 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
28046	10/17/16	10/20/16 Captions	Not working/starting	Phone was defective. A replacement was sent to the customer.
28027	10/17/16	11/6/16 Captions	Not working/starting	after resetting the customer's phone and reconnecting to wifi, all issues were resolved.
27994	10/17/16	10/21/16 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
28062	10/17/16	10/27/16 Captions	Not working/starting	customer's ISP says the customer has an issue with their internal wiring. Customer will call back once resolved.
27826	10/14/16	10/14/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27812	10/14/16	10/14/16 Captions	Not working/starting	Resolved customer's wifi connection
27806	10/14/16	10/14/16 Captions	Not working/starting	Resolved customer's wifi connection
27783	10/14/16	10/28/16 Captions	Not working/starting	resolved customers network connection
27751	10/13/16	10/13/16 Captions	Not working/starting	After powercycling the phone and router, issues were resolved.
27707	10/13/16	11/23/16 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
27692	10/13/16	10/14/16 Captions	Not working/starting	Resolved customer's wifi connection
27656	10/13/16	10/13/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27765	10/13/16	10/20/16 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
27716	10/13/16	10/14/16 Captions	Not working/starting	Resolved customer's wifi connection
27678	10/13/16	10/18/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
27642	10/12/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
27629	10/12/16	10/12/16 Captions	Not working/starting	Captions were impacted by outage. Everything is resolved and customer is satisfied.
27623	10/12/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
27610	10/12/16	11/18/16 Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
27581	10/12/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
27548	10/12/16	10/12/16 Captions	Not working/starting	Provided trouble shooting tips to customer and resolved issue.
27543	10/12/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27501	10/11/16	10/18/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27491	10/11/16	10/11/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
27482	10/11/16	10/11/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
27480	10/11/16	10/11/16 Captions	Not working/starting	Resolved customer's wifi connection
27448	10/11/16	10/11/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27445	10/11/16	10/11/16 Captions	Not working/starting	resolved customer's network connection
27442	10/11/16	10/11/16 Captions	Not working/starting	resolved customers network connection
27441	10/11/16	10/13/16 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
27440	10/11/16	10/11/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
27435	10/11/16	10/11/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27429	10/11/16	10/11/16 Captions	Not working/starting	resolved customers network connection
27427	10/11/16	10/11/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
27426	10/11/16	10/11/16 Captions	Not working/starting	resolved customers network connection
27423	10/11/16	10/13/16 Captions	Not working/starting	resolved customers network connection
27421	10/11/16	10/11/16 Captions	Not working/starting	Resolved customer's wifi connection
27505	10/11/16	11/3/16 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
27461	10/11/16	10/19/16 Captions	Not working/starting	powercycled the router and phone. All issues were resolved.
27447	10/11/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
27407	10/11/16	10/13/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
27446	10/11/16	10/13/16 Captions	Not working/starting	powercycled the router and phone. All issues were resolved.
27353	10/10/16	10/10/16 Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
27346	10/10/16	10/26/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
27252	10/10/16	10/10/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27219	10/10/16	10/10/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27212	10/10/16	10/10/16 Captions	Not working/starting	ISP issue. Once ISP re-establishes internet, customer will call back in

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

27208	10/10/16	10/10/16 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
27215	10/10/16	10/25/16 Captions	Not working/starting	Worked with customer to resolve, but customer became unavailable for further assistance.
27190	10/8/16	10/8/16 Captions	Not working/starting	resolved customers network connection
27185	10/8/16	10/8/16 Captions	Not working/starting	Customer's internet service dropped. Will call back once they get their internet service.
27181	10/8/16	10/18/16 Captions	Not working/starting	Customer needed assistance connecting to wifi
27180	10/8/16	10/11/16 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
27155	10/7/16	10/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27096	10/7/16	10/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27095	10/7/16	10/10/16 Captions	Not working/starting	Customer experienced caption issues during storm. All resolved now
27085	10/6/16	10/6/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
27075	10/6/16	10/6/16 Captions	Not working/starting	Resolved customer's wifi connection
27029	10/6/16	10/6/16 Captions	Not working/starting	Resolved customer's wifi connection
27027	10/6/16	10/6/16 Captions	Not working/starting	Resolved customer's wifi connection
27012	10/6/16	10/6/16 Captions	Not working/starting	Customer's phone was a long distance from their wifi router, recommend the customer install a range extender to help maintain network connection.
27002	10/6/16	10/6/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
26993	10/6/16	10/6/16 Captions	Not working/starting	Was a phone line issue, and not a caption issue.
27059	10/6/16	10/6/16 Captions	Not working/starting	resolved customer's network connection
26982	10/5/16	10/5/16 Captions	Not working/starting	resolved customers network connection
26963	10/5/16	10/5/16 Captions	Not working/starting	Resolved customer's wifi connection
26962	10/5/16	10/6/16 Captions	Not working/starting	After powercycling the router, all issues were resolved
26955	10/5/16	10/5/16 Captions	Not working/starting	Resolved customer's wifi connection
26930	10/5/16	11/18/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
26913	10/5/16	10/5/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
26909	10/5/16	10/5/16 Captions	Not working/starting	Customer's ISP had an outage. Explained to the customer this will also impact their ability to receive caption on the phone.
26868	10/5/16	10/5/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
26860	10/5/16	10/5/16 Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
26828	10/4/16	10/4/16 Captions	Not working/starting	Resolved customer's wifi connection
26769	10/4/16	10/4/16 Captions	Not working/starting	Resolved customer's wifi connection
26760	10/4/16	10/4/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
26746	10/4/16	10/5/16 Captions	Not working/starting	customer experienced issues attempting to use the web app, but his iOS didn't support flash.
26811	10/4/16	10/4/16 Captions	Not working/starting	Reinstalled app resolved iOS issues.
26739	10/3/16	10/30/16 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
26736	10/3/16	10/4/16 Captions	Not working/starting	after providing additional training to the customer, the customer's issues were resolved.
26731	10/3/16	10/5/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
26657	10/3/16	10/12/16 Captions	Not working/starting	powercycled the router and phone. All issues were resolved.
26725	10/3/16	10/3/16 Captions	Not working/starting	powercycled the router and phone. All issues were resolved.
26690	10/3/16	10/24/16 Captions	Not working/starting	resolved customer's network connection
33233	11/30/16	11/30/16 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
33182	11/29/16	12/3/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
32893	11/28/16	11/28/16 Captions	Not working/starting	Resolved customer's wifi connection
32854	11/27/16	11/27/16 Captions	Not working/starting	Resolved customer's wifi connection
32843	11/27/16	11/27/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
32832	11/27/16	12/11/16 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
32801	11/26/16	11/26/16 Captions	Not working/starting	resolved customer's network connection
32685	11/23/16	11/23/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
32627	11/23/16	11/23/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
32586	11/22/16	11/28/16 Captions	Not working/starting	after resetting wifi extender, phone connection wizard was successful. Customer was satisfied
32318	11/21/16	11/21/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
32316	11/21/16	12/6/16 Captions	Not working/starting	Sent customer a DSL filter. Issues resolved.
32272	11/21/16	11/23/16 Captions	Not working/starting	Customer's phone was unplugged during renovations and needed assistance reinstalling
32248	11/21/16	11/21/16 Captions	Not working/starting	Resolved customer's wifi connection
32212	11/20/16	1/21/17 Captions	Not working/starting	Installed DSL filter, all issues resolved
32146	11/18/16	11/18/16 Captions	Not working/starting	Resolved customer's wifi connection
32135	11/18/16	11/18/16 Captions	Not working/starting	Resolved customer's wifi connection
32044	11/18/16	11/18/16 Captions	Not working/starting	resolved customers network connection
32091	11/18/16	12/5/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
32066	11/18/16	1/20/17 Captions	Not working/starting	powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied
31999	11/17/16	11/17/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
31997	11/17/16	11/17/16 Captions	Not working/starting	After powercycling the phone, issues were resolved.
31994	11/17/16	11/17/16 Captions	Not working/starting	Resolved customer's wifi connection
32017	11/17/16	12/23/16 Captions	Not working/starting	After powercycling the phone, issues were resolved.
31806	11/16/16	11/30/16 Captions	Not working/starting	Customer was experiencing network issues. Once resolved, phone was working accordingly.
31793	11/16/16	11/23/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
31737	11/16/16	11/16/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
31717	11/16/16	11/16/16 Captions	Not working/starting	After powercycling the phone, issues were resolved.
				resolved customers network connection

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

31686	11/16/16	11/16/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
31630	11/15/16	11/15/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
31644	11/15/16	11/15/16 Captions	Not working/starting	Cycled the power on the phone. All problems resolved and phone was working accordingly
31514	11/14/16	12/3/16 Captions	Not working/starting	Customer ISP eventually changed network settings. Everything worked accordingly afterwards
31485	11/14/16	11/14/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
31521	11/14/16	11/14/16 Captions	Not working/starting	After powercycling the phone, issues were resolved.
31438	11/14/16	11/15/16 Captions	Not working/starting	After powercycling the router and router, and performing a software update, all issues were resolved
31257	11/11/16	11/12/16 Captions	Not working/starting	Resolved customer's wifi connection
31234	11/11/16	11/11/16 Captions	Not working/starting	Customer did not have PC or router info, provided troubleshooting tips and will wait for further info from customer
31153	11/11/16	11/11/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
31101	11/11/16	11/11/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
31084	11/11/16	11/11/16 Captions	Not working/starting	Resolved customer's wifi connection
31099	11/11/16	11/16/16 Captions	Not working/starting	Customer's ISP was experiencing an outage, which resulted in Captions not working. Once ISP issue resolved
31046	11/10/16	11/10/16 Captions	Not working/starting	resolved customers network connection
30915	11/10/16	11/10/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
30613	11/9/16	11/9/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
30607	11/9/16	11/9/16 Captions	Not working/starting	Resolved customer's wifi connection
30576	11/9/16	11/9/16 Captions	Not working/starting	Due to customer's home network being down, advised them to contact their ISP for further support. Advised the customer to let us know if that doesn't resolve their issues.
30560	11/9/16	11/9/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
30635	11/9/16	11/11/16 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
30522	11/8/16	11/8/16 Captions	Not working/starting	Resolved customer's wifi connection
30429	11/8/16	11/10/16 Captions	Not working/starting	Resolved customer's wifi connection
30365	11/7/16	11/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
30364	11/7/16	11/7/16 Captions	Not working/starting	Resolved customer's wifi connection
30324	11/7/16	11/7/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
30326	11/7/16	11/7/16 Captions	Not working/starting	Resolved customer's wifi connection
30228	11/6/16	11/6/16 Captions	Not working/starting	resolved customers network connection
30192	11/5/16	11/5/16 Captions	Not working/starting	Resolved customer's wifi connection
30135	11/4/16	11/4/16 Captions	Not working/starting	Resolved customer's wifi connection
30062	11/4/16	11/8/16 Captions	Not working/starting	Phone issues required a replacement unit be sent to the customer
30152	11/4/16	11/8/16 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
30120	11/4/16	11/29/16 Captions	Not working/starting	IT POC unresponsive, will provide additional support when customer or POC reaches back
30069	11/4/16	12/1/16 Captions	Not working/starting	Assisted customer in installing a wifi range extender. All functioning accordingly once done.
29768	11/2/16	11/2/16 Captions	Not working/starting	Resolved customer's wifi connection
29691	11/2/16	11/2/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
29681	11/2/16	11/2/16 Captions	Not working/starting	resolved customers network connection
29680	11/2/16	11/2/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
29676	11/2/16	11/2/16 Captions	Not working/starting	resolved customers network connection
29674	11/2/16	11/3/16 Captions	Not working/starting	resolved customer's network connection
29565	11/1/16	11/1/16 Captions	Not working/starting	resolved customers network connection
29584	11/1/16	11/1/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
29625	11/1/16	11/21/16 Captions	Not working/starting	Customer needed DSL filters installed in lines. Customer became unresponsive. Will provide additional support if customer calls back in.
37396	12/31/16	1/14/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
37394	12/31/16	12/31/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
37387	12/30/16	1/13/17 Captions	Not working/starting	Customer doesn't know wifi password. Provided the customer with suggested next steps and per customer's request, awaited their call back.
37376	12/30/16	12/30/16 Captions	Not working/starting	Resolved customer's wifi connection
37338	12/30/16	1/6/17 Captions	Not working/starting	Issue found with phone, sent a replacement phone to the customer
37321	12/30/16	12/30/16 Captions	Not working/starting	Resolved customer's wifi connection
37370	12/30/16	1/3/17 Captions	Not working/starting	resolved customer's network connection
37352	12/30/16	1/10/17 Captions	Not working/starting	phone is faulty, new phone was sent to the customer
37354	12/30/16	1/17/17 Captions	Not working/starting	connection issues due to wifi router distance from the phone. Recommended customer acquire a wifi extender.
37261	12/29/16	12/29/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
37244	12/29/16	12/29/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
37227	12/29/16	12/29/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
37221	12/29/16	1/13/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
37144	12/28/16	12/29/16 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
37108	12/28/16	1/12/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
37130	12/28/16	12/28/16 Captions	Not working/starting	after rebooting router, all issues resolved.
37039	12/28/16	12/28/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
37014	12/27/16	12/27/16 Captions	Not working/starting	resolved customers network connection
37001	12/27/16	12/27/16 Captions	Not working/starting	resolved customers network connection
36859	12/26/16	12/26/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
36826	12/24/16	12/24/16 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

36843	12/24/16	12/28/16	Captions	Not working/starting	Customer was experiencing Captions issue, but appear to be tied to a visit to the customer's home by their ISP. There has been no further dialogue with the customer.
36827	12/24/16	12/27/16	Captions	Not working/starting	after restarting the phone, all issues resolved.
36805	12/23/16	12/23/16	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
36708	12/22/16	12/27/16	Captions	Not working/starting	Resolved customer's wifi connection
36601	12/21/16	12/21/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
36618	12/21/16	12/24/16	Captions	Not working/starting	Unable to contact customer to provide Technical Support. There has been no further dialogue with this customer.
36517	12/20/16	12/22/16	Captions	Not working/starting	after restarting the phone, all issues resolved.
36455	12/20/16	1/17/17	Captions	Not working/starting	resolved customer's network connection
36417	12/20/16	12/22/16	Captions	Not working/starting	resolved customers network connection
36368	12/19/16	1/3/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
36318	12/19/16	2/22/17	Captions	Not working/starting	customer was using hotspot for internet connection, resulting in poor network connection
36302	12/19/16	1/11/17	Captions	Not working/starting	Resolved customer's wifi connection
36172	12/17/16	12/20/16	Captions	Not working/starting	after powercycling the phone, issues were resolved.
36149	12/16/16	12/18/16	Captions	Not working/starting	Resolved customer's wifi connection
35879	12/15/16	12/20/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
35841	12/15/16	12/15/16	Captions	Not working/starting	resolved customers network connection
35709	12/14/16	12/14/16	Captions	Not working/starting	Resolved customer's wifi connection
35647	12/14/16	12/14/16	Captions	Not working/starting	resolved customers network connection
35540	12/14/16	12/14/16	Captions	Not working/starting	Resolved customer's wifi connection
35683	12/14/16	12/24/16	Captions	Not working/starting	Unable to contact customer to provide Technical Support. There has been no further dialogue with this customer.
35476	12/13/16	12/13/16	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
35377	12/13/16	12/13/16	Captions	Not working/starting	resolved customers network connection
35359	12/13/16	12/13/16	Captions	Not working/starting	phone is faulty, new phone was sent to the customer
35375	12/13/16	12/16/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
35319	12/13/16	1/23/17	Captions	Not working/starting	Resolved customer's wifi connection
35482	12/13/16	1/23/17	Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
35038	12/11/16	12/13/16	Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
34878	12/10/16	1/14/17	Captions	Not working/starting	Resolved customer's wifi connection
34803	12/9/16	12/9/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
34765	12/9/16	12/24/16	Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
34492	12/8/16	12/15/16	Captions	Not working/starting	After powercycling the phone and router, issues were resolved.
34438	12/7/16	12/27/16	Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
34177	12/6/16	12/6/16	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
34073	12/6/16	12/6/16	Captions	Not working/starting	resolved customers network connection
34079	12/6/16	2/21/17	Captions	Not working/starting	resolved customer's network connection and provided additional training to the customer.
33858	12/5/16	12/16/16	Captions	Not working/starting	after restarting the phone, all issues resolved.
33944	12/5/16	12/7/16	Captions	Not working/starting	resolved customer's network connection
33922	12/5/16	12/6/16	Captions	Not working/starting	after powercycling the phone, issues were resolved.
33795	12/3/16	12/3/16	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
33785	12/3/16	12/3/16	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
33805	12/3/16	12/20/16	Captions	Not working/starting	Customer required a DSL filter. Upon installing, all issues were resolved
33664	12/2/16	12/2/16	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
33511	12/1/16	12/7/16	Captions	Not working/starting	Customer was experiencing issues due to their ISP. Once resolved, everything was working find and customer was satisfied.
33461	12/1/16	12/1/16	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
33440	12/1/16	12/1/16	Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
33435	12/1/16	12/6/16	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
33427	12/1/16	12/1/16	Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
33411	12/1/16	12/20/16	Captions	Not working/starting	Resolved customer's wifi connection
33538	12/1/16	12/14/16	Captions	Not working/starting	Assisted customer in installing a wifi range extender. All functioning accordingly once done.
41184	1/31/17	1/31/17	Captions	Not working/starting	Resolved customer's wifi connection
41174	1/31/17	1/31/17	Captions	Not working/starting	resolved customer's network connection
41257	1/31/17	1/31/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
41202	1/31/17	2/2/17	Captions	Not working/starting	resolved customer's network connection
41077	1/30/17	1/30/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
40969	1/30/17	2/7/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
40962	1/30/17	1/30/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
40959	1/30/17	1/30/17	Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
40939	1/30/17	1/30/17	Captions	Not working/starting	after powercycling modem, issues were resolved.
41069	1/30/17	2/1/17	Captions	Not working/starting	Resolved customer's wifi connection
40983	1/30/17	3/15/17	Captions	Not working/starting	Resolved customer's wifi connection
40906	1/29/17	1/29/17	Captions	Not working/starting	resolved customer's network connection
40856	1/28/17	1/28/17	Captions	Not working/starting	resolved customers network connection
40826	1/28/17	1/28/17	Captions	Not working/starting	resolved customers network connection
40792	1/27/17	1/27/17	Captions	Not working/starting	Resolved customer's wifi connection
40760	1/27/17	1/27/17	Captions	Not working/starting	after rebooting router, all issues resolved.
40713	1/27/17	1/27/17	Captions	Not working/starting	Resolved customer's wifi connection
40642	1/27/17	1/27/17	Captions	Not working/starting	Assisted customer in reestablishing wifi connection. Resolved all issues.
40639	1/27/17	1/27/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
40610	1/27/17	1/27/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

40632	1/27/17	1/30/17	Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
40636	1/27/17	1/27/17	Captions	Not working/starting	Resolved customer's wifi connection
40541	1/26/17	1/26/17	Captions	Not working/starting	Resolved customer's wifi connection
40538	1/26/17	1/26/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
40533	1/26/17	1/26/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
40516	1/26/17	1/26/17	Captions	Not working/starting	Resolved customer's wifi connection
40509	1/26/17	1/26/17	Captions	Not working/starting	Resolved customer's wifi connection
40491	1/26/17	1/26/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
40469	1/26/17	1/26/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
40443	1/26/17	1/26/17	Captions	Not working/starting	Resolved customer's wifi connection
40397	1/26/17	1/26/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
40425	1/26/17	1/27/17	Captions	Not working/starting	ISP network outage resulted in connectivity issues. Once ISP issue was resolved, everything worked accordingly.
40395	1/26/17	2/3/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
40173	1/24/17	1/26/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
40092	1/24/17	1/24/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
40076	1/24/17	1/30/17	Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
40090	1/24/17	2/3/17	Captions	Not working/starting	after powercycling the phone, issues were resolved.
40045	1/23/17	1/23/17	Captions	Not working/starting	resolved customer's ethernet connection
40044	1/23/17	1/23/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
40022	1/23/17	1/23/17	Captions	Not working/starting	Resolved customer's wifi connection
39997	1/23/17	1/23/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
39967	1/23/17	1/23/17	Captions	Not working/starting	after powercycling the phone, issues were resolved.
39910	1/23/17	1/23/17	Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
39708	1/20/17	1/20/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
39654	1/20/17	1/22/17	Captions	Not working/starting	Assisted the customer in updating their account. All issues were resolved.
39638	1/19/17	1/20/17	Captions	Not working/starting	resolved customer's network connection
39569	1/19/17	1/19/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
39511	1/19/17	1/20/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
39531	1/19/17	2/7/17	Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
39484	1/18/17	1/18/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
39363	1/18/17	1/18/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
39340	1/18/17	2/1/17	Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
39315	1/17/17	1/17/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
39283	1/17/17	1/17/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
39227	1/17/17	1/17/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
39224	1/17/17	1/17/17	Captions	Not working/starting	resolved customer's network connection
39119	1/16/17	1/20/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
39096	1/16/17	1/17/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
39072	1/16/17	1/18/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
39011	1/16/17	1/16/17	Captions	Not working/starting	after resetting phone, all issues were resolved.
38959	1/14/17	1/14/17	Captions	Not working/starting	Resolved customer's wifi connection
38947	1/14/17	3/6/17	Captions	Not working/starting	ISP replaced customer's equipment. Once done, all issues were resolved.
38892	1/13/17	1/13/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
38873	1/13/17	1/13/17	Captions	Not working/starting	Resolved customer's wifi connection
38769	1/12/17	1/12/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
38744	1/12/17	1/12/17	Captions	Not working/starting	Resolved customer's wifi connection
38657	1/12/17	1/24/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
38573	1/11/17	1/21/17	Captions	Not working/starting	resolved customer's network connection
38567	1/11/17	1/11/17	Captions	Not working/starting	Resolved customer's wifi connection
38553	1/11/17	1/11/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
38512	1/11/17	1/17/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
38520	1/11/17	1/12/17	Captions	Not working/starting	resolved customer's network connection
38468	1/11/17	1/11/17	Captions	Not working/starting	resolved customer's network connection
38430	1/10/17	1/11/17	Captions	Not working/starting	Resolved customer's wifi connection
38243	1/9/17	1/10/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
38146	1/9/17	1/9/17	Captions	Not working/starting	Resolved customer's wifi connection
38080	1/8/17	1/8/17	Captions	Not working/starting	Resolved customer's wifi connection
38078	1/8/17	1/8/17	Captions	Not working/starting	Resolved customer's wifi connection
38058	1/7/17	1/17/17	Captions	Not working/starting	after reestablishing internet connection, service was restored
38046	1/7/17	3/16/17	Captions	Not working/starting	resolved customer's network connection
37892	1/5/17	1/5/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
37825	1/5/17	1/5/17	Captions	Not working/starting	Had customer re-seat phone cord. After restarting phone, everything worked accordingly
37810	1/5/17	2/23/17	Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
37783	1/4/17	1/14/17	Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
37768	1/4/17	1/4/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

37715	1/4/17	1/4/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
37703	1/4/17	1/23/17 Captions	Not working/starting	
37698	1/4/17	1/4/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
37684	1/4/17	1/4/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
37713	1/4/17	1/11/17 Captions	Not working/starting	After resetting the modem, issues were resolved.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
37588	1/3/17	1/3/17 Captions	Not working/starting	
37537	1/3/17	1/3/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
37505	1/3/17	1/3/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
37501	1/3/17	1/3/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
37499	1/3/17	1/3/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
37498	1/3/17	1/14/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
45319	2/28/17	2/28/17 Captions	Not working/starting	
45283	2/28/17	2/28/17 Captions	Not working/starting	after rebooting the phone and performing software update, all issues were resolved.
45258	2/28/17	2/28/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
45180	2/28/17	2/28/17 Captions	Not working/starting	Resolved customer's wifi connection
				powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied
45168	2/28/17	2/28/17 Captions	Not working/starting	
45324	2/28/17	3/9/17 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
45170	2/28/17	3/8/17 Captions	Not working/starting	
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
45156	2/27/17	2/27/17 Captions	Not working/starting	
45140	2/27/17	3/21/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
45136	2/27/17	2/27/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
45037	2/27/17	2/27/17 Captions	Not working/starting	resolved customer's network connection
44995	2/27/17	2/27/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
45035	2/27/17	4/11/17 Captions	Not working/starting	
45014	2/27/17	3/14/17 Captions	Not working/starting	Phone is now working after service visit from ISP.
44979	2/26/17	2/26/17 Captions	Not working/starting	Resolved customer's wifi connection
44961	2/26/17	3/21/17 Captions	Not working/starting	IT POC unresponsive, will provide additional support when customer or POC reaches back
44933	2/25/17	2/25/17 Captions	Not working/starting	Resolved customer's wifi connection
44915	2/25/17	2/27/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
44912	2/25/17	2/25/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
44830	2/25/17	2/25/17 Captions	Not working/starting	resolved customers network connection
44829	2/25/17	2/25/17 Captions	Not working/starting	resolved customers network connection
44825	2/25/17	2/25/17 Captions	Not working/starting	resolved customers network connection
44818	2/25/17	2/25/17 Captions	Not working/starting	after powercycling the phone, issues were resolved.
44690	2/24/17	2/24/17 Captions	Not working/starting	after restarting the phone, all issues resolved.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
44669	2/23/17	2/23/17 Captions	Not working/starting	
44543	2/23/17	3/13/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
44648	2/23/17	3/30/17 Captions	Not working/starting	
				DSL issues from ISP resulted in connectivity issues. Upon ISP fixing the issue, phone was working accordingly. Customer was satisfied
44565	2/23/17	3/23/17 Captions	Not working/starting	
44370	2/22/17	2/22/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
44349	2/22/17	2/23/17 Captions	Not working/starting	Resolved customer's wifi connection
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
44321	2/22/17	3/2/17 Captions	Not working/starting	
44263	2/21/17	2/21/17 Captions	Not working/starting	Resolved customer's wifi connection
44256	2/21/17	2/21/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
44234	2/21/17	2/21/17 Captions	Not working/starting	Resolved customer's wifi connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
44186	2/21/17	2/22/17 Captions	Not working/starting	
44183	2/21/17	2/21/17 Captions	Not working/starting	after powercycling the phone and performing software update, all issues were resolved.
44124	2/21/17	3/6/17 Captions	Not working/starting	Resolved customer's wifi connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
44087	2/20/17	2/20/17 Captions	Not working/starting	
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
43970	2/19/17	2/19/17 Captions	Not working/starting	
43988	2/19/17	2/20/17 Captions	Not working/starting	resolved customer's network connection
43928	2/18/17	3/19/17 Captions	Not working/starting	performed factory reset, all issues resolved.
43838	2/17/17	3/13/17 Captions	Not working/starting	resolved customer's ethernet connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
43759	2/17/17	2/18/17 Captions	Not working/starting	
43738	2/17/17	2/17/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
43874	2/17/17	2/19/17 Captions	Not working/starting	Customer didn't want to pay for internet anymore. Phone needs internet connection to work.
43882	2/17/17	2/22/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
43782	2/17/17	3/4/17 Captions	Not working/starting	Resolved customer's wifi connection
43692	2/16/17	2/16/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
43659	2/16/17	2/16/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
43632	2/16/17	2/16/17 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
43553	2/16/17	2/16/17 Captions	Not working/starting	Resolved customer's wifi connection
43650	2/16/17	2/22/17 Captions	Not working/starting	Resolved customer's wifi connection
43515	2/15/17	2/15/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
43393	2/15/17	3/1/17 Captions	Not working/starting	replaced phone cord, all issues resolved.
43319	2/14/17	2/14/17 Captions	Not working/starting	resolved customer's network connection
43320	2/14/17	3/5/17 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
43202	2/14/17	2/14/17 Captions	Not working/starting	after powercycling modem, issues were resolved.
43250	2/14/17	3/21/17 Captions	Not working/starting	after performing software update, all issues were resolved.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

43355	2/14/17	5/2/17 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
43080	2/13/17	2/13/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
43066	2/13/17	3/29/17 Captions	Not working/starting	unable to contact customer to provide Technical Support. There has been no further dialogue with this customer.
43129	2/13/17	2/17/17 Captions	Not working/starting	Resolved customer's wifi connection
42951	2/13/17	2/14/17 Captions	Not working/starting	resolved customers network connection
42958	2/13/17	3/11/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
42915	2/12/17	2/12/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
42930	2/12/17	3/23/17 Captions	Not working/starting	resolved customer's network connection
42808	2/10/17	2/28/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
42803	2/10/17	2/10/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
42763	2/10/17	2/10/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
42736	2/10/17	2/10/17 Captions	Not working/starting	Resolved customer's wifi connection
42709	2/10/17	2/10/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
42674	2/10/17	2/10/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
42729	2/10/17	3/2/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
42616	2/9/17	2/9/17 Captions	Not working/starting	resolved customer's ethernet connection
42558	2/9/17	2/9/17 Captions	Not working/starting	customer needed DSL filters installed in lines. Resolved the issue.
42552	2/9/17	2/17/17 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
42546	2/9/17	2/9/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
42502	2/9/17	2/28/17 Captions	Not working/starting	Resolved customer's wifi connection
42423	2/8/17	2/8/17 Captions	Not working/starting	Resolved customer's wifi connection
42378	2/8/17	2/8/17 Captions	Not working/starting	Resolved customer's wifi connection
42289	2/8/17	2/8/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
42479	2/8/17	2/17/17 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
42466	2/8/17	2/16/17 Captions	Not working/starting	after troubleshooting customer's home wifi, issues were resolved.
42244	2/7/17	2/7/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
42106	2/7/17	2/7/17 Captions	Not working/starting	Resolved customer's wifi connection
42266	2/7/17	2/9/17 Captions	Not working/starting	customer wifi down and doesn't know wifi password. Advised them to contact their ISP and if they are still experiencing issues, to let us know.
41973	2/6/17	2/6/17 Captions	Not working/starting	resolved customer's network connection
41942	2/6/17	2/6/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
41926	2/6/17	2/6/17 Captions	Not working/starting	Resolved customer's wifi connection
41905	2/5/17	2/5/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
41883	2/5/17	2/6/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
41810	2/3/17	2/3/17 Captions	Not working/starting	resolved customers network connection
41710	2/3/17	5/2/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
41636	2/2/17	2/6/17 Captions	Not working/starting	resolved customer's network connection
41624	2/2/17	2/2/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
41601	2/2/17	2/2/17 Captions	Not working/starting	Resolved customer's wifi connection
41565	2/2/17	2/3/17 Captions	Not working/starting	Resolved customer's wifi connection
41602	2/2/17	4/12/17 Captions	Not working/starting	firewall issues resulted in technician visit, upon visit, all issues were resolved
41562	2/2/17	2/3/17 Captions	Not working/starting	Resolved customer's wifi connection
41555	2/2/17	2/3/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
41469	2/1/17	2/1/17 Captions	Not working/starting	Resolved customer's wifi connection
41458	2/1/17	2/2/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
41442	2/1/17	2/1/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
41423	2/1/17	2/1/17 Captions	Not working/starting	Resolved customer's wifi connection
41405	2/1/17	2/1/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
41494	2/1/17	2/18/17 Captions	Not working/starting	Sent technician to home for onsite training with the customer. Customer's issues have been resolved.
50176	3/31/17	4/3/17 Captions	Not working/starting	Assisted customer in installing a wifi range extender. All functioning accordingly once done.
50078	3/31/17	4/1/17 Captions	Not working/starting	Provided additional training to the customer. Phone was working accordingly
50211	3/31/17	4/6/17 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
50068	3/31/17	4/15/17 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
50018	3/30/17	4/19/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
49644	3/29/17	3/30/17 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
49837	3/29/17	4/24/17 Captions	Not working/starting	resolved customer's network connection
49578	3/28/17	4/4/17 Captions	Not working/starting	Resolved customer's wifi connection
49574	3/28/17	5/31/17 Captions	Not working/starting	resolved customer's network connection
49310	3/27/17	3/28/17 Captions	Not working/starting	Customer upset captions weren't available during an outage.
49300	3/27/17	3/29/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
49297	3/27/17	3/28/17 Captions	Not working/starting	Customer experienced lack of service during network outage. Explained this to the customer who was satisfied.
49294	3/27/17	3/28/17 Captions	Not working/starting	customer's service was impacted by outage. Service restored and phone working accordingly
49292	3/27/17	3/27/17 Captions	Not working/starting	resolved customer's network connection
49265	3/27/17	4/5/17 Captions	Not working/starting	Installed a splitter between phone line and med alert system. All issues were resolved.
49119	3/25/17	3/28/17 Captions	Not working/starting	resolved customer's network connection

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

49074	3/25/17	3/25/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
49054	3/24/17	5/13/17	Captions	Not working/starting	Customer needed to contact ISP for support. Will follow-up if issues still exist afterwards
49050	3/24/17	3/24/17	Captions	Not working/starting	Resolved customer's wifi connection
49048	3/24/17	3/24/17	Captions	Not working/starting	Resolved customer's wifi connection
48989	3/24/17	3/24/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
48938	3/24/17	3/24/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
48926	3/24/17	5/16/17	Captions	Not working/starting	IP POC unresponsive. This is an assisted residence. Left VM with IP POC.
48829	3/23/17	5/10/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
48687	3/23/17	3/23/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
48709	3/23/17	5/13/17	Captions	Not working/starting	IT POC unresponsive, will provide additional support when customer or POC reaches back
48589	3/22/17	3/22/17	Captions	Not working/starting	Resolved customer's wifi connection
48572	3/22/17	3/24/17	Captions	Not working/starting	Customer using community wifi, which has a very low signal strenght. Customer's son was going to help them get better internet access
48472	3/22/17	3/30/17	Captions	Not working/starting	Provided IT with firewall settings. All resolved
48456	3/22/17	4/1/17	Captions	Not working/starting	Customer refused support at this time and will call back when they are ready if further assistance is needed.
48436	3/22/17	5/1/17	Captions	Not working/starting	after restarting the phone, and performing a software update, all issues resolved.
48414	3/22/17	3/28/17	Captions	Not working/starting	Customer's modem died. Upon ISP installing new unit, all issues resolved.
48631	3/22/17	4/21/17	Captions	Not working/starting	No trouble could be found and customer was satisfied everyrthing was working fine.
48521	3/22/17	3/22/17	Captions	Not working/starting	Worked with customer's ISP to resolve issues at the router/modem. Once resolved, phone was working accordingly
48500	3/22/17	3/23/17	Captions	Not working/starting	after rebooting router, all issues resolved.
48556	3/22/17	3/30/17	Captions	Not working/starting	after rebooting router, all issues resolved.
48419	3/22/17	3/24/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
48381	3/21/17	3/21/17	Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
48366	3/21/17	3/21/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
48365	3/21/17	3/21/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
48286	3/21/17	3/21/17	Captions	Not working/starting	Customer issue with initial install. After reinstalling, all issues were resolved.
48203	3/21/17	3/28/17	Captions	Not working/starting	Worked with customer's ISP to resolve issues at the router/modem. Once resolved, phone was working accordingly
48159	3/20/17	3/20/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
48048	3/20/17	3/20/17	Captions	Not working/starting	Resolved customer's wifi connection
48006	3/20/17	4/11/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
48099	3/20/17	5/13/17	Captions	Not working/starting	Customer was not satisfied with the speed of the captioning.
47945	3/19/17	3/19/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
47922	3/18/17	3/18/17	Captions	Not working/starting	Customer's phone was a long distance from their wifi router, recommend the customer install a range extender to help maintain network connection.
47903	3/18/17	3/18/17	Captions	Not working/starting	resolved customer's ethernet connection
47898	3/18/17	3/18/17	Captions	Not working/starting	resolved customer's ethernet connection
47863	3/18/17	3/18/17	Captions	Not working/starting	Resolved customer's wifi connection
47900	3/18/17	3/21/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
47834	3/17/17	3/18/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
47828	3/17/17	3/17/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
47808	3/17/17	3/21/17	Captions	Not working/starting	resolved customer's network connection
47805	3/17/17	3/17/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
47803	3/17/17	3/17/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
47788	3/17/17	3/17/17	Captions	Not working/starting	resolved customer's network connection
47732	3/17/17	3/17/17	Captions	Not working/starting	Provided customer troubleshoooting tips. Customer was satisfied and there has been no further issue
47678	3/17/17	3/17/17	Captions	Not working/starting	Resolved customer's wifi connection
47611	3/16/17	3/16/17	Captions	Not working/starting	Resolved customer's wifi connection
47574	3/16/17	3/17/17	Captions	Not working/starting	after powercycling modem, issues were resolved.
47562	3/16/17	3/16/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
47553	3/16/17	3/17/17	Captions	Not working/starting	Provided customer troubleshoooting tips. Customer was satisfied and there has been no further issue
47544	3/16/17	3/17/17	Captions	Not working/starting	ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly.
47533	3/16/17	3/20/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
47578	3/16/17	3/24/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
47484	3/16/17	3/24/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
47414	3/15/17	3/15/17	Captions	Not working/starting	Resolved customer's wifi connection
47380	3/15/17	3/21/17	Captions	Not working/starting	resolved customer's network connection
47323	3/15/17	5/9/17	Captions	Not working/starting	Provided customer troubleshoooting tips. Customer was satisfied and there has been no further issue
47284	3/15/17	3/27/17	Captions	Not working/starting	resolved customer's network connection
47246	3/15/17	3/15/17	Captions	Not working/starting	Provided customer troubleshoooting tips. Customer was satisfied and there has been no further issue
47343	3/15/17	5/9/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
47273	3/15/17	3/25/17	Captions	Not working/starting	customer needed a new power cord to their modem. Once installed, all issues were resolved.
47155	3/14/17	3/14/17	Captions	Not working/starting	Resolved customer's wifi connection
47103	3/14/17	3/14/17	Captions	Not working/starting	Customer's compliant regarding CA was passed on to management.
47102	3/14/17	3/15/17	Captions	Not working/starting	Customer had ISP issues, once resolved the phone was working accordingly

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

47091	3/14/17	4/5/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
47191	3/14/17	3/14/17	Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
46989	3/13/17	3/13/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
46919	3/13/17	3/13/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
46894	3/13/17	3/13/17	Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
46787	3/11/17	3/31/17	Captions	Not working/starting	Customer was changing ISPs, will call back once complete
46737	3/10/17	3/10/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
46714	3/10/17	3/10/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
46612	3/10/17	4/28/17	Captions	Not working/starting	Customer had new ISP installed, all issues now resolved.
46567	3/9/17	3/9/17	Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
46557	3/9/17	3/31/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
46527	3/9/17	3/9/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
46518	3/9/17	3/9/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
46501	3/9/17	3/9/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
46298	3/8/17	3/13/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
46293	3/8/17	3/8/17	Captions	Not working/starting	Customer had ISP issues, once resolved the phone was working accordingly
46377	3/8/17	5/1/17	Captions	Not working/starting	phone was faulty, requiring a replacement be sent
46172	3/7/17	3/7/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
46138	3/7/17	3/7/17	Captions	Not working/starting	Resolved customer's wifi connection
46100	3/7/17	3/7/17	Captions	Not working/starting	Resolved customer's wifi connection
46056	3/6/17	3/6/17	Captions	Not working/starting	Resolved customer's wifi connection
45948	3/6/17	3/20/17	Captions	Not working/starting	Resolved customer's wifi connection
46073	3/6/17	3/6/17	Captions	Not working/starting	Customer had issues during the install of a replacement phone. Upon correct install process, everything worked accordingly.
46077	3/6/17	5/10/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
45921	3/5/17	3/7/17	Captions	Not working/starting	Customer's answering machine was full, upon freeing space, all was working accordingly
45830	3/4/17	3/4/17	Captions	Not working/starting	Resolved customer's wifi connection
45871	3/4/17	3/22/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
45828	3/4/17	3/19/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
45872	3/4/17	3/21/17	Captions	Not working/starting	After installed DSL filters and providing additional training to the customer, the issues were resolved.
45825	3/3/17	3/4/17	Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
45817	3/3/17	3/3/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
45766	3/3/17	3/15/17	Captions	Not working/starting	Assisted customer with software update on the phone. Issues were resolved.
45715	3/3/17	3/15/17	Captions	Not working/starting	Customer's ISP switched, after rebooting the phone, everything worked accordingly
45698	3/3/17	3/3/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
45692	3/3/17	3/29/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
45622	3/2/17	3/2/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
45589	3/2/17	3/6/17	Captions	Not working/starting	Customer issues were due to their mobile phone provider with phone showing service unavailable.
45553	3/2/17	3/9/17	Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
45546	3/2/17	3/2/17	Captions	Not working/starting	resolved customer's ethernet connection
45530	3/1/17	3/1/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
45528	3/1/17	3/1/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
45464	3/1/17	3/14/17	Captions	Not working/starting	resolved customer's network connection
55058	4/30/17	4/30/17	Captions	Not working/starting	Customer's pet damaged ethernet cord. After new cord was installed, issues were resolved.
55021	4/29/17	4/29/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
54897	4/28/17	4/28/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54828	4/28/17	5/12/17	Captions	Not working/starting	Resolved customer's wifi connection
54797	4/28/17	4/28/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
54773	4/28/17	4/28/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54899	4/28/17	5/31/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
54739	4/27/17	4/27/17	Captions	Not working/starting	resolved customer's network connection
54643	4/27/17	4/27/17	Captions	Not working/starting	Resolved customer's wifi connection
54636	4/27/17	5/16/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
54567	4/27/17	4/27/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54551	4/27/17	5/5/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54475	4/26/17	4/26/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
54465	4/26/17	4/27/17	Captions	Not working/starting	Resolved customer's wifi connection
54443	4/26/17	4/26/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54442	4/26/17	4/26/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54423	4/26/17	4/26/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
54485	4/26/17	5/9/17	Captions	Not working/starting	Resolved customer's wifi connection
54463	4/26/17	5/21/17	Captions	Not working/starting	customer had disconnected ethernet from phone. Upon reconnecting, everything was fixed
54264	4/25/17	4/25/17	Captions	Not working/starting	Resolved customer's wifi connection
54220	4/25/17	4/25/17	Captions	Not working/starting	Resolved customer's wifi connection
54159	4/25/17	4/25/17	Captions	Not working/starting	Resolved customer's wifi connection
54134	4/25/17	4/25/17	Captions	Not working/starting	Resolved customer's wifi connection

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

53877	4/24/17	4/24/17	Captions	Not working/starting	Resolved customer's wifi connection
54056	4/24/17	5/19/17	Captions	Not working/starting	Resolved customer's wifi connection
53832	4/23/17	4/23/17	Captions	Not working/starting	Resolved customer's wifi connection
53799	4/22/17	4/22/17	Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
53642	4/21/17	4/21/17	Captions	Not working/starting	after providing additional training to the customer, the customer's issues were resolved.
53700	4/21/17	4/22/17	Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
53669	4/21/17	4/26/17	Captions	Not working/starting	Resolved customer's wifi connection
53592	4/21/17	4/26/17	Captions	Not working/starting	Resolved customer's wifi connection
53415	4/20/17	4/20/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
53256	4/19/17	4/19/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
53162	4/19/17	6/9/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
52967	4/18/17	4/18/17	Captions	Not working/starting	Resolved customer's wifi connection
52922	4/18/17	4/18/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
52847	4/17/17	4/17/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
52705	4/17/17	4/17/17	Captions	Not working/starting	Resolved customer's wifi connection
52795	4/17/17	4/19/17	Captions	Not working/starting	Device was faulty requiring it be RMA'd due to VM not providing caption logs.
52655	4/16/17	4/16/17	Captions	Not working/starting	Resolved customer's wifi connection
52583	4/15/17	4/16/17	Captions	Not working/starting	resolved customer's network connection
52492	4/14/17	4/14/17	Captions	Not working/starting	Resolved customer's wifi connection
52406	4/14/17	4/14/17	Captions	Not working/starting	Resolved customer's wifi connection
52309	4/13/17	4/13/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
52254	4/13/17	4/13/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
52216	4/13/17	4/13/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
52213	4/13/17	4/13/17	Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
52212	4/13/17	5/23/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
52178	4/13/17	4/13/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
52269	4/13/17	5/21/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
52085	4/12/17	4/12/17	Captions	Not working/starting	Resolved customer's wifi connection
52003	4/12/17	4/19/17	Captions	Not working/starting	phone is faulty, new phone was sent to the customer
51994	4/12/17	4/13/17	Captions	Not working/starting	Working with IT POC at this community to resolve issue.
51966	4/12/17	4/12/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
51873	4/11/17	4/11/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
51715	4/11/17	4/11/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
51672	4/10/17	4/11/17	Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
51535	4/10/17	4/10/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
51434	4/9/17	4/9/17	Captions	Not working/starting	Resolved customer's wifi connection
51307	4/7/17	4/7/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
51262	4/7/17	4/7/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
51193	4/7/17	4/16/17	Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
50965	4/6/17	4/7/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
50797	4/5/17	4/5/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
50761	4/5/17	5/5/17	Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
50750	4/5/17	5/24/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
50692	4/4/17	4/11/17	Captions	Not working/starting	Resolved customer's wifi connection
50617	4/4/17	4/5/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
50607	4/4/17	4/5/17	Captions	Not working/starting	Resolved customer's wifi connection
50678	4/4/17	4/28/17	Captions	Not working/starting	Worked with IT POC, issues were resolved
50523	4/3/17	4/3/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
50528	4/3/17	4/21/17	Captions	Not working/starting	Customer experiences network issues due to satellite ISP issue. These issues impact captioned service.
50445	4/3/17	4/18/17	Captions	Not working/starting	Assisted the customer in performing a software update to the phone. All issues were resolved.
50274	4/1/17	4/6/17	Captions	Not working/starting	resolved customer's network connection
60393	5/31/17	5/31/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
60372	5/31/17	5/31/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
60366	5/31/17	5/31/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
60365	5/31/17	5/31/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
60358	5/31/17	5/31/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
60329	5/31/17	5/31/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
60323	5/31/17	5/31/17	Captions	Not working/starting	resolved customer's ethernet connection
60285	5/31/17	5/31/17	Captions	Not working/starting	Resolved customer's wifi connection
60266	5/31/17	5/31/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
60254	5/31/17	5/31/17	Captions	Not working/starting	resolved customer's network connection
60230	5/31/17	5/31/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
60156	5/31/17	5/31/17	Captions	Not working/starting	Customer needed additional training on using device. Everything worked accordingly.
60223	5/31/17	6/14/17	Captions	Not working/starting	resolved customer's network connection
60213	5/31/17	5/31/17	Captions	Not working/starting	Customers ISP will send a tech to install a new router. Customer to call us back if they are still experiencing issues.
60206	5/31/17	6/5/17	Captions	Not working/starting	Customer needed ISP to fix connection at their home. Once ISP resolved, phone worked accordingly
60188	5/31/17	6/2/17	Captions	Not working/starting	Resolved customer's wifi connection

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

60269	5/31/17	6/20/17	Captions	Not working/starting	After replacing faulty phone, everything ws working accordingly
60149	5/30/17	5/30/17	Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
60134	5/30/17	5/30/17	Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
60053	5/30/17	5/30/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
59996	5/30/17	5/30/17	Captions	Not working/starting	Resolved customer's wifi connection
59927	5/30/17	5/30/17	Captions	Not working/starting	Resolved customer's wifi connection
60022	5/30/17	12:00:00 AM	Captions	Not working/starting	Customer was experiencing wifi connectivity issues
60059	5/30/17	6/13/17	Captions	Not working/starting	Resolved customer's wifi connection
60032	5/30/17	6/21/17	Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
59881	5/29/17	5/29/17	Captions	Not working/starting	Provided customer troubleshotting tips. Customer was satisfied and there has been no further issue
59875	5/29/17	5/29/17	Captions	Not working/starting	Provided customer troubleshotting tips. Customer was satisfied and there has been no further issue
59858	5/28/17	5/28/17	Captions	Not working/starting	Provided customer troubleshotting tips. Customer was satisfied and there has been no further issue
59823	5/27/17	5/30/17	Captions	Not working/starting	Sent technician to home for onsite training with the customer. Customer's issues have been resolved.
59810	5/27/17	5/27/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
59784	5/27/17	5/27/17	Captions	Not working/starting	Resolved customer's wifi connection
59774	5/27/17	5/27/17	Captions	Not working/starting	Resolved customer's wifi connection
59772	5/27/17	5/27/17	Captions	Not working/starting	Provided customer troubleshotting tips. Customer was satisfied and there has been no further issue
59766	5/27/17	5/27/17	Captions	Not working/starting	Resolved customer's wifi connection
59769	5/27/17	5/27/17	Captions	Not working/starting	assisted the customer in reestablishing wifi and after rebooting phone, everything worked accordingly
59649	5/26/17	5/26/17	Captions	Not working/starting	Provided customer troubleshotting tips. Customer was satisfied and there has been no further issue
59636	5/26/17	5/26/17	Captions	Not working/starting	after restarting the phone, all issues resolved.
59584	5/26/17	5/26/17	Captions	Not working/starting	Customer unhappy with caption accuracy, information was passed on to management
59574	5/26/17	5/30/17	Captions	Not working/starting	after providing additional training to the customer, the customer's issues were resolved.
59509	5/25/17	5/25/17	Captions	Not working/starting	Provided customer troubleshotting tips. Customer was satisfied and there has been no further issue
59395	5/25/17	5/25/17	Captions	Not working/starting	Resolved customer's wifi connection
59359	5/25/17	6/19/17	Captions	Not working/starting	after sending a technician on site, all issues were resolved and customer was satisfied
59338	5/25/17	5/25/17	Captions	Not working/starting	After rebooting the modem, issues were resolved
59523	5/25/17	12:00:00 AM	Captions	Not working/starting	Customer needs Verizon to fix issues at their router/modem. Customer will reach back out to us once Verizon has fixed the issue.
59309	5/24/17	5/24/17	Captions	Not working/starting	Resolved customer's wifi connection
59299	5/24/17	5/24/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
59217	5/24/17	5/24/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
59186	5/24/17	5/24/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
59159	5/24/17	5/24/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
59201	5/24/17	5/31/17	Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
59107	5/23/17	5/23/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
58977	5/23/17	5/23/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
58924	5/23/17	5/23/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
58881	5/22/17	5/27/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
58836	5/22/17	5/22/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
58807	5/22/17	6/3/17	Captions	Not working/starting	Customer internet issue, resulted in no service, upon resolving, all was workign accordingly
58874	5/22/17	5/31/17	Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
58647	5/21/17	5/21/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
58636	5/21/17	5/23/17	Captions	Not working/starting	after powercycling modem, issues were resolved.
58630	5/20/17	5/20/17	Captions	Not working/starting	Resolved customer's wifi connection
58610	5/20/17	5/20/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
58571	5/20/17	5/20/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
58577	5/20/17	5/23/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
58565	5/19/17	5/19/17	Captions	Not working/starting	rebooted customer router. All issues resolved.
58543	5/19/17	5/19/17	Captions	Not working/starting	Resolved customer's wifi connection
58533	5/19/17	5/19/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
58445	5/19/17	5/22/17	Captions	Not working/starting	Customer moved the phone and plugged it into the wrong outlet on router, fixed and phone working accordingly
58430	5/19/17	5/24/17	Captions	Not working/starting	Network was not functioning resulting in Captions not working. After ISP visit to resolve the issues, everything was working accordingly.
58354	5/18/17	5/18/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
58212	5/18/17	5/23/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
58381	5/18/17	5/31/17	Captions	Not working/starting	customer needed powercord for their router. Once they got one and installed it, all worked accordingly
58153	5/17/17	5/17/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
58149	5/17/17	5/17/17	Captions	Not working/starting	resolved customer's ethernet connection
58148	5/17/17	5/17/17	Captions	Not working/starting	After installed DSL filters and providing additional training to the customer, the issues were resolved.
58136	5/17/17	5/17/17	Captions	Not working/starting	Resolved customer's wifi connection
58110	5/17/17	5/17/17	Captions	Not working/starting	assisted the customer in rebooting their modem. All issues resolved
58084	5/17/17	5/23/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
58051	5/17/17	5/17/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
58034	5/17/17	5/17/17	Captions	Not working/starting	Issues due to splitter plugged into modem. Will replace splitter and cable to resolve.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

58014	5/17/17	5/23/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
57936	5/16/17	5/16/17	Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
57720	5/15/17	5/15/17	Captions	Not working/starting	Had customer install the correct cable with the phone. All issues were resolved.
57708	5/15/17	5/15/17	Captions	Not working/starting	Resolved customer's wifi connection
57557	5/15/17	5/15/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
57711	5/15/17	5/19/17	Captions	Not working/starting	Resolved customer's wifi connection
57660	5/15/17	5/29/17	Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
57501	5/14/17	5/14/17	Captions	Not working/starting	Resolved customer's wifi connection
57492	5/14/17	5/18/17	Captions	Not working/starting	resolved customer's network connection
57425	5/12/17	5/12/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
57423	5/12/17	5/12/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
57268	5/12/17	5/12/17	Captions	Not working/starting	After rebooting the phone, all issues were resolved
57364	5/12/17	6/12/17	Captions	Not working/starting	After replacing faulty phone, everything was working accordingly
57010	5/11/17	6/1/17	Captions	Not working/starting	resolved customer's wifi connection
57190	5/11/17	6/5/17	Captions	Not working/starting	Customer's splitter and DSL filter installed wrong. Advised customer on how to correct.
56999	5/10/17	5/10/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
56945	5/10/17	5/10/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
56926	5/10/17	5/10/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
56922	5/10/17	5/14/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
56907	5/10/17	5/10/17	Captions	Not working/starting	resolved customer's network connection
56896	5/10/17	5/10/17	Captions	Not working/starting	resolved customer's network connection
56879	5/10/17	5/10/17	Captions	Not working/starting	Upgraded customer to new phone model, all issues resolved
56822	5/10/17	5/20/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
56820	5/10/17	5/10/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
56792	5/10/17	5/10/17	Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
56830	5/10/17	5/13/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
56880	5/10/17	5/16/17	Captions	Not working/starting	after restarting the phone, all issues resolved.
56704	5/9/17	5/9/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
56665	5/9/17	5/9/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
56653	5/9/17	5/10/17	Captions	Not working/starting	Once ATT fixed outside lines, problems were resolved
56482	5/8/17	5/8/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
56312	5/8/17	5/8/17	Captions	Not working/starting	Resolved customer's wifi connection
56516	5/8/17	5/12/17	Captions	Not working/starting	Issue with ISP. Once resolved, phone worked accordingly
56507	5/8/17	5/8/17	Captions	Not working/starting	Resolved customer's wifi connection
56276	5/8/17	6/14/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
56455	5/8/17	5/21/17	Captions	Not working/starting	resolved customer's network connection
56364	5/8/17	5/15/17	Captions	Not working/starting	Assisted the customer in correcting the installation of their splitter. Upon correction, everything was working accordingly
56373	5/8/17	5/24/17	Captions	Not working/starting	after rebooting the router and phone, everything worked accordingly. Customer was satisfied
56526	5/8/17	5/9/17	Captions	Not working/starting	Resolved customer's wifi connection
56331	5/8/17	6/12/17	Captions	Not working/starting	after resetting the phone and installing a wifi extender, all issues were resolved.
56178	5/6/17	5/6/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
56123	5/5/17	5/6/17	Captions	Not working/starting	ISP issue, once modem/router were reset, internet was back-up and problem was resolved
56106	5/5/17	5/5/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
56063	5/5/17	5/5/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
55994	5/5/17	5/15/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
55992	5/5/17	5/5/17	Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
56041	5/5/17	5/18/17	Captions	Not working/starting	After reseating the ethernet cable, everything was resolved
55831	5/4/17	5/24/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
55807	5/4/17	5/4/17	Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
55781	5/4/17	5/20/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
55767	5/4/17	5/4/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
55917	5/4/17	5/11/17	Captions	Not working/starting	resolved customer's network connection
55916	5/4/17	5/17/17	Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
55903	5/4/17	5/21/17	Captions	Not working/starting	resolved customer's network connection
55888	5/4/17	6/14/17	Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they experience the issue again.
55702	5/3/17	5/3/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
55672	5/3/17	5/3/17	Captions	Not working/starting	provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
55620	5/3/17	5/3/17	Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
55648	5/3/17	5/11/17	Captions	Not working/starting	after resolving firewall issue, phone worked accordingly and customer was satisfied
55649	5/3/17	5/21/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
55532	5/2/17	5/2/17	Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
55471	5/2/17	5/2/17	Captions	Not working/starting	Resolved customer's wifi connection

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

55454	5/2/17	5/4/17 Captions	Not working/starting	Resolved customer's wifi connection
55359	5/2/17	5/2/17 Captions	Not working/starting	Resolved customer's wifi connection
55354	5/2/17	5/2/17 Captions	Not working/starting	Provided customer troubleshooting tips. Customer was satisfied and there has been no further issue
55373	5/2/17	5/7/17 Captions	Not working/starting	Customer needed ISP to fix connection at their home. Once ISP resolved, phone worked accordingly
55407	5/2/17	6/6/17 Captions	Not working/starting	resolved customer's network connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
55166	5/1/17	5/1/17 Captions	Not working/starting	Resolved customer's wifi connection
55095	5/1/17	5/1/17 Captions	Not working/starting	resolved customer's network connection
55085	5/1/17	5/13/17 Captions	Not working/starting	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
18543	6/7/16	6/7/16 Phone	Screen unresponsive	Storms caused phone to no longer power on, sending replacement phone to the customer.
18791	6/13/16	6/29/16 Phone	Screen unresponsive	resolved customer's wifi connection.
18858	6/14/16	6/30/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
21316	7/22/16	7/25/16 Phone	Screen unresponsive	after powercycling the phone, all issues were resolved
21185	7/21/16	7/26/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
23979	8/30/16	9/27/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
26387	9/28/16	10/12/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
24462	9/8/16	9/8/16 Phone	Screen unresponsive	resolved customer's network connection.
24187	9/2/16	9/2/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
28769	10/24/16	11/10/16 Phone	Screen unresponsive	Provided additional training to the customer. All issues were resolved
28159	10/18/16	10/18/16 Phone	Screen unresponsive	after restarting the phone, all issues were resolved
28102	10/17/16	10/19/16 Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
28020	10/17/16	10/31/16 Phone	Screen unresponsive	after restarting the phone, all issues were resolved
27892	10/14/16	10/14/16 Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
27887	10/14/16	10/20/16 Phone	Screen unresponsive	After powercycling the phone, all issues were resolved
27523	10/12/16	10/12/16 Phone	Screen unresponsive	Provided additional training to the customer. All issues were resolved
26882	10/5/16	10/5/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33321	11/30/16	11/30/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33313	11/30/16	11/30/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
33249	11/30/16	11/30/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
33102	11/29/16	11/29/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
33072	11/29/16	11/29/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
33111	11/29/16	12/5/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
32988	11/28/16	11/28/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
32661	11/23/16	11/23/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
32468	11/22/16	11/22/16 Phone	Screen unresponsive	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
32271	11/21/16	11/21/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
32265	11/21/16	11/30/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
32181	11/19/16	11/19/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
31357	11/13/16	11/14/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
31291	11/12/16	11/13/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
31113	11/11/16	11/11/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
30897	11/10/16	11/22/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
30621	11/9/16	11/9/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
29874	11/3/16	11/3/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
29767	11/2/16	11/14/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
29596	11/1/16	11/18/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
37315	12/30/16	1/14/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
37172	12/29/16	12/29/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
37232	12/29/16	12/29/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
36750	12/23/16	1/14/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
36738	12/22/16	12/22/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
36698	12/22/16	1/10/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
36570	12/21/16	12/21/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
36353	12/19/16	12/19/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
36176	12/17/16	12/17/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
35788	12/15/16	12/16/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
35572	12/14/16	12/14/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
35703	12/14/16	12/16/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
35147	12/12/16	12/12/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
34503	12/8/16	12/8/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
34420	12/7/16	12/7/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
34383	12/7/16	12/7/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
34261	12/7/16	12/7/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
34063	12/6/16	12/6/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
34091	12/6/16	12/21/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33860	12/5/16	12/8/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33756	12/3/16	12/3/16 Phone	Screen unresponsive	After trouble shooting with the customer, all issues were resolved. Customer was satisfied.
33818	12/3/16	1/6/17 Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
33610	12/2/16	12/2/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33367	12/1/16	12/1/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
40558	1/26/17	1/31/17 Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
40514	1/26/17	1/27/17 Phone	Screen unresponsive	resolved customer's network connection.
40051	1/24/17	1/24/17 Phone	Screen unresponsive	After powercycling the phone, all issues were resolved
38820	1/13/17	1/13/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
38805	1/13/17	1/13/17 Phone	Screen unresponsive	resolved customer's network connection.
38280	1/10/17	1/10/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
38395	1/10/17	1/25/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
38204	1/9/17	1/9/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
37494	1/3/17	1/3/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
37474	1/2/17	1/2/17 Phone	Screen unresponsive	provided additional training to the customer. All issues were resolved
44984	2/26/17	2/27/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
44214	2/21/17	2/21/17 Phone	Screen unresponsive	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
43435	2/15/17	3/22/17 Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
43050	2/13/17	2/14/17 Phone	Screen unresponsive	Performed factory reset on the phone. All issues were resolved.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

43028	2/13/17	2/13/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
42940	2/12/17	2/12/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
42590	2/9/17	3/15/17	Phone	Screen unresponsive	after rebooting the phone and updating software, issue was resolved.
42442	2/8/17	2/14/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
42443	2/8/17	3/3/17	Phone	Screen unresponsive	Customer rebooted phone, which resolved the issue
41716	2/3/17	2/3/17	Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
50165	3/31/17	3/31/17	Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
49953	3/30/17	3/30/17	Phone	Screen unresponsive	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
49922	3/30/17	5/17/17	Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
49659	3/29/17	3/29/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
49595	3/28/17	3/30/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
49460	3/28/17	3/29/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
48831	3/23/17	3/23/17	Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
48664	3/23/17	3/23/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
48580	3/22/17	3/23/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
47853	3/18/17	3/18/17	Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
47231	3/14/17	3/15/17	Phone	Screen unresponsive	reset customer's phone. Resolved issues
47081	3/14/17	4/20/17	Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
46497	3/9/17	3/9/17	Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
46469	3/9/17	3/10/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
46531	3/9/17	3/16/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
45630	3/2/17	3/13/17	Phone	Screen unresponsive	powercycled phone. Issues resolved
45533	3/2/17	3/2/17	Phone	Screen unresponsive	software update resolved issues
45661	3/2/17	3/2/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
54919	4/28/17	4/28/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
54342	4/26/17	5/4/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
52981	4/18/17	4/19/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
52874	4/17/17	4/17/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
52866	4/17/17	4/17/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
52782	4/17/17	4/17/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
51569	4/10/17	4/19/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
50318	4/2/17	5/3/17	Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
59057	5/23/17	5/23/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
58844	5/22/17	5/22/17	Phone	Screen unresponsive	Customer's phone was unplugged, after plugging it back in, issues were resolved
58395	5/19/17	5/22/17	Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
57933	5/16/17	5/16/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
57908	5/16/17	6/1/17	Phone	Screen unresponsive	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
56578	5/9/17	5/9/17	Phone	Screen unresponsive	Provided trouble shooting tips to the customer. Advised they call back if they experience any additional issues.
56545	5/9/17	5/9/17	Phone	Screen unresponsive	Provided trouble shooting tips to the customer. Advised they call back if they experience any additional issues.
55468	5/2/17	5/4/17	Phone	Screen unresponsive	phone is faulty, sending replacement to customer
18628	6/9/16	10/10/16	Captions	Slow to start	Customer unresponsive, will provide additional support when customer calls in for assistance
21779	7/29/16	7/29/16	Captions	Slow to start	Resolved customer's network issue
23332	8/22/16	8/22/16	Captions	Slow to start	Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
22807	8/15/16	9/2/16	Captions	Slow to start	Customer power cycled modem. Resulted in improved speed of captions.
22766	8/13/16	8/25/16	Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance
26545	9/30/16	10/10/16	Captions	Slow to start	phone is faulty, sending replacement unit.
25269	9/19/16	9/19/16	Captions	Slow to start	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
28705	10/24/16	10/24/16	Captions	Slow to start	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
27422	10/11/16	10/11/16	Captions	Slow to start	Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
26957	10/5/16	10/20/16	Captions	Slow to start	Resolved customer's network issue
33135	11/29/16	11/29/16	Captions	Slow to start	Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
32663	11/23/16	11/23/16	Captions	Slow to start	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
32424	11/22/16	11/22/16	Captions	Slow to start	Resolved customer's network issue
30446	11/8/16	11/8/16	Captions	Slow to start	Resolved customer's network issue
36410	12/20/16	12/20/16	Captions	Slow to start	after restarting the phone, issues were resolved.
34446	12/7/16	12/7/16	Captions	Slow to start	Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
40722	1/27/17	1/27/17	Captions	Slow to start	Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
39039	1/16/17	1/17/17	Captions	Slow to start	Customer unresponsive, will provide additional support when customer calls in for assistance
42972	2/13/17	2/13/17	Captions	Slow to start	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
42614	2/9/17	2/9/17	Captions	Slow to start	resolved customer's network issue
42237	2/7/17	2/7/17	Captions	Slow to start	Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
41961	2/6/17	4/10/17	Captions	Slow to start	Issue was with shared network in assisted living facility. IT POC was reviewing options to improve bandwidth on customer's end.
41589	2/2/17	2/2/17	Captions	Slow to start	resolved customer's network issue
49973	3/30/17	3/30/17	Captions	Slow to start	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
49695	3/29/17	4/10/17	Captions	Slow to start	After reaching out for support, customer confirmed issue has resolved itself.
48509	3/22/17	3/22/17	Captions	Slow to start	Customer was unhappy with a slow strat to captioning during their call. Information was passed on to management.
48364	3/21/17	3/21/17	Captions	Slow to start	Customer was unhappy with a slow strat to captioning during their call. Information was passed on to management.
48184	3/20/17	3/20/17	Captions	Slow to start	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
48017	3/20/17	4/13/17	Captions	Slow to start	Customer was unhappy with a slow strat to captioning during their call. Information was passed on to management.
48014	3/20/17	3/20/17	Captions	Slow to start	Resolved customer's network issue
48004	3/20/17	3/21/17	Captions	Slow to start	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
47971	3/20/17	3/27/17	Captions	Slow to start	After reaching out for support, customer confirmed issue has resolved itself.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

46359	3/8/17	3/8/17 Captions	Slow to start	Customer was unhappy with the speed of captioning. Information was passed on to management.
45684	3/3/17	3/9/17 Captions	Slow to start	Customer's ISP needed to swap out old equipment at the customer's residence and update. After updating, all issues were resolved.
59005	5/23/17	6/6/17 Captions	Slow to start	Customer was unhappy with the speed of captioning. Information was passed on to management.
58648	5/21/17	5/21/17 Captions	Slow to start	Resolved customer's network issue
58210	5/18/17	5/18/17 Captions	Slow to start	Resolved customer's network issue
57928	5/16/17	5/17/17 Captions	Slow to start	resolved customer's network issue
55342	5/2/17	5/2/17 Captions	Slow to start	Customer was unhappy with the speed of captioning. Information was passed on to management.
55167	5/1/17	5/1/17 Captions	Slow to start	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
19805	6/28/16	8/3/16 Captions	Stopping during calls	After reaching out for support, customer confirmed issue has resolved itself.
19516	6/22/16	6/24/16 Captions	Stopping during calls	Resolved Customer's Network Issue
21830	7/30/16	8/29/16 Captions	Stopping during calls	Customer was unhappy with the interface on mobile app and was unhappy that on a call, captions stopped after about 5 minutes. Provided additional training to the customer. Customer was satisfied.
21247	7/22/16	8/4/16 Captions	Stopping during calls	After reaching out for support, customer confirmed issue has resolved itself.
21131	7/20/16	7/20/16 Captions	Stopping during calls	resolved customer's wifi network issue.
21056	7/20/16	8/9/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
20961	7/18/16	7/18/16 Captions	Stopping during calls	resolved customer's wifi network issue.
20898	7/18/16	8/16/16 Captions	Stopping during calls	Customer was experiencing network connection issues. Customer is using two range extenders and their network is unstable. Sent technician onsite to further assist and resolved the issue.
20878	7/16/16	7/16/16 Captions	Stopping during calls	resolved customer's network connection.
20868	7/15/16	10/26/16 Captions	Stopping during calls	Customer unhappy with the service. Started the process to return the phone.
23923	8/30/16	8/30/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
23337	8/22/16	9/9/16 Captions	Stopping during calls	Customer's issues are mixed. Partial issue due to using Magic Jack. Powercycling the phone resolved the other issue.
22971	8/16/16	8/16/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
22386	8/8/16	8/8/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
26433	9/29/16	10/4/16 Captions	Stopping during calls	After providing additional training to the customer, issues were resolved and customer was satisfied.
26390	9/28/16	12/16/16 Captions	Stopping during calls	phone was faulty, replacement unit was shipped to customer.
25558	9/20/16	9/21/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
28088	10/17/16	10/18/16 Captions	Stopping during calls	Customer was unhappy that when placed on hold by a business for a long period of time, captions disconnect. Provided additional training to customer on how to restart captioning.
27573	10/12/16	10/12/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
27576	10/12/16	10/21/16 Captions	Stopping during calls	phone was faulty, replacement unit was shipped to customer.
27284	10/10/16	10/10/16 Captions	Stopping during calls	After powercycling phone, all issues were resolved.
32065	11/18/16	11/18/16 Captions	Stopping during calls	After resetting the phone, issues were resolved.
31345	11/13/16	11/13/16 Captions	Stopping during calls	Resolved Customer's Network Issue
30325	11/7/16	11/13/16 Captions	Stopping during calls	after powercycling phone, all issues were resolved.
37345	12/30/16	12/30/16 Captions	Stopping during calls	Customer unhappy that during the call, the caption agent changed.
36849	12/26/16	12/26/16 Captions	Stopping during calls	Customer unhappy captions stopped during call. Trained the customer on how to restart captioning.
36521	12/21/16	12/21/16 Captions	Stopping during calls	Customer unhappy captions stopped during call. Trained the customer on how to restart captioning.
36441	12/20/16	12/20/16 Captions	Stopping during calls	Customer unhappy captions stopped during call. Trained the customer on how to restart captioning.
36294	12/19/16	12/29/16 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
36016	12/16/16	12/29/16 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
35898	12/15/16	12/29/16 Captions	Stopping during calls	Customer was having wifi issues, shipped ethernet cable to customer so that the phone could be hard wired into the router.
33972	12/5/16	12/22/16 Captions	Stopping during calls	Customer became unresponsive for assistance to resolve. Will provide additional trouble shooting tips if customer reaches back out for support.
41153	1/31/17	1/31/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
40919	1/29/17	1/31/17 Captions	Stopping during calls	Provided additional training to customer on switching from one phone to their caption phone. There has been no further dialogue with the customer.
40203	1/24/17	1/24/17 Captions	Stopping during calls	Provided trouble shooting tips to the customer.
39870	1/22/17	1/22/17 Captions	Stopping during calls	Resolved Customer's Network Issue
39563	1/19/17	1/19/17 Captions	Stopping during calls	resolved firewall issue.
39374	1/18/17	2/3/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
45302	2/28/17	2/28/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
45210	2/28/17	2/28/17 Captions	Stopping during calls	Resolved Customer's Network Issue
44965	2/26/17	2/26/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
44454	2/22/17	2/22/17 Captions	Stopping during calls	customer unhappy with the speed of captioning. Thank for the customer for their feedback.
43840	2/17/17	2/17/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
43736	2/17/17	2/17/17 Captions	Stopping during calls	Customer's internet was down. After reconnecting internet, issue was resolved.
41395	2/1/17	2/1/17 Captions	Stopping during calls	Customer unhappy with the accuracy of captioning. Thanked the customer for their feedback.
49454	3/28/17	5/15/17 Captions	Stopping during calls	Customer was using a mifi device for internet connection. Resulted in unstable network connection.
48095	3/20/17	3/27/17 Captions	Stopping during calls	Performed software update and restarted the phone. Issues were resolved.
47819	3/17/17	3/22/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
47622	3/16/17	3/20/17 Captions	Stopping during calls	Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer on how to restart captioning if it happens again.
46219	3/7/17	4/12/17 Captions	Stopping during calls	Customer's issues were resolved before reaching out to them. Customer is satisfied.
46035	3/6/17	4/27/17 Captions	Stopping during calls	phone was faulty, replacement unit was shipped to customer.
54406	4/26/17	4/26/17 Captions	Stopping during calls	Provided trouble shooting tips to the customer.
54514	4/26/17	5/11/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
53527	4/21/17	5/1/17 Captions	Stopping during calls	Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved.
50895	4/5/17	5/21/17 Captions	Stopping during calls	Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer on how to restart captioning if it happens again.
60086	5/30/17	5/30/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
58442	5/19/17	5/19/17 Captions	Stopping during calls	phone was faulty, replacement unit was shipped to customer.
58347	5/18/17	6/5/17 Captions	Stopping during calls	After trouble shooting with the customer, the customer became unresponsive for further assistance. Will provide additional support if the customer reaches back out.
57723	5/15/17	5/17/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
55744	5/3/17	5/3/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
19064	6/16/16	9/22/16 Captions	Too far behind conversation/lagging	Shipped customer a splitter, customer became unresponsive for further assistance. Will provide additional trouble shooting tips to the customer if they reach out for support.
20899	7/18/16	8/9/16 Captions	Too far behind conversation/lagging	software updated resulted in enterprise firewall issues. Worked with enterprise IT to fix the issue. Customer was satisfied and everything working accordingly.

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

23905	8/30/16	8/30/16 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
23617	8/25/16	9/1/16 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
25522	9/20/16	9/22/16 Captions	Too far behind conversation/lagging	Enterprise account with firewall issues. IT POC was able to resolve the issue on the customer's end.
25521	9/20/16	9/22/16 Captions	Too far behind conversation/lagging	Enterprise account with firewall issues. IT POC was able to resolve the issue on the customer's end.
25519	9/20/16	9/22/16 Captions	Too far behind conversation/lagging	Enterprise account with firewall issues. IT POC was able to resolve the issue on the customer's end.
25500	9/20/16	9/27/16 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
25338	9/19/16	11/7/16 Captions	Too far behind conversation/lagging	Firewall issues require IT POC support.
24849	9/14/16	9/22/16 Captions	Too far behind conversation/lagging	Enterprise account with firewall issues. IT POC was able to resolve the issue on the customer's end.
29456	10/31/16	10/31/16 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
28291	10/19/16	10/19/16 Captions	Too far behind conversation/lagging	Resolved customer's wifi connection
28177	10/18/16	11/8/16 Captions	Too far behind conversation/lagging	Enterprise IT POC helped trouble shoot the issue. After troubleshooting, no issue could be found.
27047	10/6/16	10/26/16 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
32915	11/28/16	11/28/16 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
34987	12/10/16	12/19/16 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
34892	12/10/16	12/13/16 Captions	Too far behind conversation/lagging	Customer's captions are disconnecting. Issue with customer's DSL.
38196	1/9/17	1/10/17 Captions	Too far behind conversation/lagging	phone was faulty, shipped customer a replacement phone.
44268	2/21/17	2/21/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
43986	2/19/17	2/19/17 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
43498	2/15/17	2/21/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
42512	2/9/17	2/14/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
42306	2/8/17	2/14/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
42270	2/7/17	2/16/17 Captions	Too far behind conversation/lagging	resolved customer's network connection
49715	3/29/17	3/30/17 Captions	Too far behind conversation/lagging	customer unhappy with the speed of captioning. Thank for the customer for their feedback.
49747	3/29/17	4/20/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
54444	4/26/17	4/26/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning but said it's faster than most TV captioning he watches.. Thanked the customer for their feedback and passed the information on.
51794	4/11/17	6/5/17 Captions	Too far behind conversation/lagging	Customer's internet servc was disconnected. Customer will reach back out once internet service is reactivated.
51639	4/10/17	4/12/17 Captions	Too far behind conversation/lagging	After rebooting the phone, issues were resolved.
59913	5/29/17	6/1/17 Captions	Too far behind conversation/lagging	customer unresponsive for further assistance. Will provide additional support if customer reaches out.
58296	5/18/17	5/18/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
57734	5/15/17	5/15/17 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
56696	5/9/17	5/18/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
55960	5/4/17	5/8/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
55469	5/2/17	5/2/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
23373	8/22/16	8/22/16 Phone	Turns on and off	After trouble shooting, no issue could be found. Provided additional training to the customer.
35004	12/11/16	12/17/16 Phone	Turns on and off	Customer was satisfied.
38700	1/12/17	1/12/17 Phone	Turns on and off	Doint a reset on the phone and rebooting the modem resolved all issues.
47198	3/14/17	3/15/17 Phone	Turns on and off	Customer says issue no longer occurs. Advised the customer to call back if they experience an issue again.
46238	3/7/17	4/11/17 Phone	Turns on and off	Rebooted phone and did software update. All issues resolved.
51862	4/11/17	4/12/17 Phone	Turns on and off	Sent technician for onsite assistance. Resolved customer's issue and customer was satisfied.
51366	4/7/17	4/12/17 Phone	Turns on and off	After rebooting phone, customer's issues were resolved.
55410	5/2/17	5/4/17 Phone	Turns on and off	After re-seating the phone line and rebooting the phone, issues were resolved.
18274	6/1/16	6/1/16 Phone	Answering machine isn?t taking messages	After rebooting the phone and performing a software update, the customer's issues were resolved.
18275	6/1/16	6/1/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18318	6/2/16	6/2/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18386	6/3/16	6/3/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18405	6/3/16	6/3/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18474	6/6/16	7/6/16 Phone	Answering machine isn?t taking messages	Sent to Dev. Team for further review
18563	6/7/16	7/27/16 Phone	Answering machine isn?t taking messages	Unable to duplicate issue
18616	6/8/16	6/8/16 Phone	Answering machine isn?t taking messages	Sent to Dev. Team for further review
18643	6/9/16	6/9/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18703	6/10/16	6/14/16 Phone	Answering machine isn?t taking messages	Instructed customer to empty their VM which resolved the issue
18785	6/13/16	6/13/16 Phone	Answering machine isn?t taking messages	Customers issue is with their ISP
18900	6/14/16	6/14/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18971	6/15/16	6/15/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18988	6/15/16	6/16/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19032	6/16/16	6/16/16 Phone	Answering machine isn?t taking messages	Brief tutorial of phone features with customer resolved their issue
19263	6/20/16	6/20/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19298	6/20/16	6/20/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19395	6/21/16	6/21/16 Phone	Answering machine isn?t taking messages	Brief tutorial of phone features with customer resolved their issue
19430	6/22/16	7/6/16 Phone	Answering machine isn?t taking messages	Test call resolved customer issue
19529	6/23/16	6/23/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19578	6/23/16	6/23/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19594	6/23/16	6/23/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19599	6/23/16	6/23/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19674	6/24/16	6/24/16 Phone	Answering machine isn?t taking messages	Technical issue identified and corrected
19727	6/27/16	6/29/16 Phone	Answering machine isn?t taking messages	Brief tutorial of phone features with customer resolved their issue
19717	6/27/16	6/27/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

19720	6/27/16	6/27/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
19813	6/28/16	7/5/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
19797	6/28/16	6/29/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
19841	6/28/16	8/30/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
19902	6/28/16	6/28/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
19908	6/29/16	6/29/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
19943	6/29/16	6/29/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20004	6/30/16	6/30/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21656	7/28/16	8/1/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21484	7/26/16	7/26/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21436	7/25/16	7/25/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21373	7/25/16	7/25/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21426	7/25/16	8/4/16	Phone	Answering machine isn't taking messages	Phone was not the right fit for the customer
21177	7/21/16	7/21/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
21092	7/20/16	7/20/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21046	7/19/16	7/19/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21037	7/19/16	7/19/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20974	7/18/16	7/18/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20915	7/18/16	7/18/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
20893	7/17/16	8/24/16	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
20846	7/15/16	7/15/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20840	7/15/16	7/15/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20830	7/15/16	7/15/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
20828	7/15/16	8/16/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
20726	7/13/16	7/13/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20578	7/12/16	7/12/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20097	7/1/16	7/1/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20636	7/12/16	7/12/16	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
20624	7/12/16	9/14/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
20537	7/11/16	7/11/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
20520	7/11/16	7/11/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20502	7/9/16	7/11/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
20396	7/7/16	7/7/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20318	7/6/16	7/6/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20287	7/6/16	7/6/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20273	7/6/16	7/6/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20228	7/5/16	7/5/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20215	7/5/16	7/5/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20179	7/5/16	7/5/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
20161	7/5/16	8/24/16	Phone	Answering machine isn't taking messages	Unable to duplicate issue
24076	8/31/16	9/2/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
23951	8/30/16	8/30/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23934	8/30/16	8/30/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23913	8/30/16	8/30/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23890	8/29/16	8/29/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23594	8/25/16	8/25/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23575	8/24/16	8/24/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23540	8/24/16	8/24/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23474	8/23/16	8/23/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23469	8/23/16	8/23/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
23464	8/23/16	8/23/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23396	8/22/16	8/22/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23348	8/22/16	8/22/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
23319	8/22/16	8/22/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
23296	8/20/16	8/20/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23189	8/18/16	8/19/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
23119	8/18/16	8/18/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23094	8/18/16	8/18/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
23025	8/17/16	8/17/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
22973	8/16/16	8/16/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22812	8/15/16	9/14/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
22662	8/11/16	8/11/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22658	8/11/16	8/11/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22626	8/11/16	8/11/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22618	8/11/16	8/11/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22553	8/10/16	8/10/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22481	8/9/16	8/9/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22466	8/9/16	8/9/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22463	8/9/16	8/9/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22422	8/9/16	8/9/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22370	8/8/16	8/8/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22340	8/8/16	8/8/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22199	8/4/16	8/4/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
22196	8/4/16	8/4/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22047	8/3/16	8/3/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
22108	8/3/16	8/12/16	Phone	Answering machine isn't taking messages	Phone was not the right fit for the customer
22092	8/3/16	8/3/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
22016	8/2/16	8/2/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21986	8/2/16	8/2/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21886	8/1/16	8/1/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21850	8/1/16	8/1/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
21915	8/1/16	8/4/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
26472	9/29/16	9/29/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
26441	9/29/16	10/5/16	Phone	Answering machine isn't taking messages	CC Technician on site was able to resolve customer issue

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

26270	9/27/16	9/28/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
26098	9/26/16	9/28/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
25900	9/23/16	9/23/16	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
25790	9/22/16	9/22/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
25776	9/22/16	9/26/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
25557	9/20/16	9/20/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
25428	9/20/16	9/20/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
25340	9/19/16	9/19/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
25228	9/19/16	9/19/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
25332	9/19/16	10/20/16	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
25117	9/16/16	9/16/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
25112	9/16/16	9/16/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
25065	9/16/16	9/20/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
24962	9/15/16	9/21/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
24867	9/14/16	9/20/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
24812	9/14/16	9/14/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
24694	9/12/16	9/12/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
24504	9/8/16	9/8/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
24367	9/7/16	9/7/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
24409	9/7/16	9/28/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
24321	9/6/16	9/6/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
24228	9/3/16	9/3/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
24224	9/3/16	9/3/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
24214	9/2/16	9/6/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
24154	9/1/16	9/1/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
29425	10/31/16	11/6/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
29503	10/31/16	10/31/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
29413	10/31/16	10/31/16	Phone	Answering machine isn't taking messages	Phone was not the right fit for the customer
29319	10/29/16	10/31/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
29049	10/26/16	10/27/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
28967	10/26/16	10/26/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
28933	10/26/16	10/26/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
29048	10/26/16	11/11/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
28893	10/25/16	10/25/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
28888	10/25/16	10/25/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
28821	10/25/16	10/25/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
28619	10/24/16	10/24/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
28501	10/21/16	10/21/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
28314	10/19/16	10/19/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
28381	10/19/16	11/7/16	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
28238	10/18/16	10/19/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
28194	10/18/16	10/18/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
28086	10/17/16	10/17/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
28072	10/17/16	10/17/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
28001	10/17/16	10/17/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
27939	10/17/16	10/17/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
27941	10/17/16	10/21/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
27872	10/14/16	10/14/16	Phone	Answering machine isn't taking messages	Instructed customer to empty their VM which resolved the issue
27709	10/13/16	10/13/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
27708	10/13/16	10/13/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
27670	10/13/16	10/13/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
27512	10/11/16	10/14/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
27384	10/11/16	10/11/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
27412	10/11/16	10/21/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
27349	10/10/16	10/10/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
27206	10/10/16	10/13/16	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
27209	10/10/16	10/14/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
27226	10/10/16	10/10/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
26952	10/5/16	10/26/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
26730	10/3/16	10/3/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
26647	10/3/16	10/3/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
32905	11/28/16	11/28/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
32750	11/25/16	11/25/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
32715	11/23/16	11/23/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
32585	11/22/16	11/23/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
32566	11/22/16	11/23/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
32392	11/21/16	11/21/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
32333	11/21/16	11/21/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
32288	11/21/16	11/21/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
32280	11/21/16	11/21/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
32185	11/19/16	11/19/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
32058	11/18/16	11/18/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
32028	11/18/16	11/18/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
31830	11/16/16	11/16/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
31561	11/15/16	11/15/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
31620	11/15/16	11/15/16	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
31404	11/14/16	11/14/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
31388	11/14/16	11/14/16	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
30675	11/9/16	11/9/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
30671	11/9/16	11/9/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
30372	11/7/16	11/7/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
30247	11/6/16	11/6/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
30230	11/6/16	11/6/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
30150	11/4/16	11/7/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

29657	11/1/16	11/1/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37371	12/30/16	12/30/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37341	12/30/16	12/30/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37235	12/29/16	12/29/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37233	12/29/16	12/29/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37178	12/29/16	12/29/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37109	12/28/16	12/28/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36971	12/27/16	12/27/16	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
36856	12/26/16	12/26/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36774	12/23/16	1/19/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
36677	12/22/16	12/28/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
36627	12/21/16	12/21/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36579	12/21/16	12/21/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36385	12/19/16	12/19/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36319	12/19/16	12/19/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36306	12/19/16	12/19/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36181	12/17/16	12/17/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36154	12/16/16	12/24/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
36148	12/16/16	12/17/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36023	12/16/16	12/16/16	Phone	Answering machine isn't taking messages	Reference only
35983	12/16/16	12/16/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
36028	12/16/16	12/27/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
35129	12/12/16	12/17/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
35030	12/11/16	12/22/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
34833	12/9/16	12/9/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
34824	12/9/16	12/16/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
34478	12/8/16	12/8/16	Phone	Answering machine isn't taking messages	Exchanged customers phone with a new unit which resolved the issue
34197	12/6/16	12/7/16	Phone	Answering machine isn't taking messages	Customer resolved issue on their own
33942	12/5/16	12/6/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
34050	12/5/16	12/18/16	Phone	Answering machine isn't taking messages	Test call resolved customer issue
33828	12/4/16	12/5/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
33819	12/3/16	12/3/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
33722	12/2/16	12/2/16	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
33659	12/2/16	12/2/16	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
41131	1/31/17	1/31/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
41088	1/30/17	1/30/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
41078	1/30/17	1/30/17	Phone	Answering machine isn't taking messages	Reference only
41048	1/30/17	1/30/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
41033	1/30/17	1/30/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
40600	1/27/17	1/27/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
40579	1/26/17	1/27/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
40568	1/26/17	1/29/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
40483	1/26/17	1/27/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
40457	1/26/17	1/26/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
40421	1/26/17	1/26/17	Phone	Answering machine isn't taking messages	Customer resolved issue on their own
40402	1/26/17	1/26/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
40261	1/25/17	1/25/17	Phone	Answering machine isn't taking messages	Customer resolved issue on their own
40152	1/24/17	1/24/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
39994	1/23/17	1/23/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
39946	1/23/17	1/23/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
39914	1/23/17	1/23/17	Phone	Answering machine isn't taking messages	Reference only
39808	1/21/17	1/21/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
39784	1/21/17	1/21/17	Phone	Answering machine isn't taking messages	Reference only
39836	1/21/17	1/21/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
39776	1/20/17	1/20/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
39771	1/20/17	1/20/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
39567	1/19/17	1/19/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
39506	1/19/17	1/19/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
39263	1/17/17	1/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
39128	1/16/17	1/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
39110	1/16/17	1/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
39037	1/16/17	1/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
38889	1/13/17	1/14/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
38734	1/12/17	1/12/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
38536	1/11/17	1/11/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
38528	1/11/17	1/21/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
38446	1/11/17	1/11/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
38102	1/9/17	1/23/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
38073	1/7/17	1/7/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37923	1/6/17	1/6/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37840	1/5/17	1/5/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
37744	1/4/17	1/4/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37709	1/4/17	1/4/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37533	1/3/17	1/3/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37469	1/2/17	1/2/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
37411	1/2/17	1/4/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
45314	2/28/17	2/28/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
45309	2/28/17	2/28/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
45306	2/28/17	4/1/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
45163	2/27/17	2/27/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
45064	2/27/17	2/27/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
45033	2/27/17	2/27/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
44950	2/26/17	2/26/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
44975	2/26/17	2/27/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

44935	2/25/17	2/25/17	Phone	Answering machine isn't taking messages	Unable to duplicate issue
44728	2/24/17	2/28/17	Phone	Answering machine isn't taking messages	Testll resolved customer issue
44665	2/23/17	2/23/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
44640	2/23/17	2/23/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
44620	2/23/17	3/28/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
44588	2/23/17	2/23/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
44567	2/23/17	3/14/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
44423	2/22/17	2/22/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
44394	2/22/17	4/23/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
44289	2/21/17	2/21/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
44249	2/21/17	2/21/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
44102	2/20/17	2/22/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43996	2/20/17	2/23/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
43993	2/20/17	3/2/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
43964	2/19/17	2/19/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43971	2/19/17	2/21/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
43934	2/18/17	2/18/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
43888	2/17/17	2/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43744	2/17/17	2/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43740	2/17/17	2/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43624	2/16/17	2/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43578	2/16/17	2/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43550	2/16/17	2/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43634	2/16/17	2/28/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
43588	2/16/17	3/22/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
43473	2/15/17	2/15/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43404	2/15/17	2/15/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43400	2/15/17	2/17/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
43449	2/15/17	2/16/17	Phone	Answering machine isn't taking messages	technical issue identified and corrected
43247	2/14/17	2/14/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43200	2/14/17	2/14/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
43296	2/14/17	2/22/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
43005	2/13/17	2/13/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
42949	2/13/17	3/21/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
42895	2/11/17	2/11/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
42841	2/11/17	2/11/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
42907	2/11/17	2/18/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
42782	2/10/17	2/10/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
42739	2/10/17	2/19/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
42712	2/10/17	2/10/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
42527	2/9/17	2/9/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
42510	2/9/17	2/9/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
42570	2/9/17	2/16/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
42327	2/8/17	2/9/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
42308	2/8/17	2/9/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
42238	2/7/17	2/7/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
42234	2/7/17	2/7/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
42092	2/7/17	2/7/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
42131	2/7/17	2/19/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
41839	2/4/17	2/6/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
41776	2/3/17	2/5/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
41572	2/2/17	3/3/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
41563	2/2/17	2/3/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
41548	2/2/17	2/3/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
41475	2/1/17	2/1/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
41435	2/1/17	2/1/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
50090	3/31/17	3/31/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
50076	3/31/17	3/31/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
50169	3/31/17	4/7/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
50019	3/30/17	3/30/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoimeing tips to customer
49944	3/30/17	3/30/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
49903	3/30/17	3/30/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
49824	3/29/17	3/29/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
49772	3/29/17	3/29/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
49358	3/27/17	3/27/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
49028	3/24/17	3/24/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
49004	3/24/17	3/25/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
48868	3/24/17	3/24/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
48877	3/24/17	4/11/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
48765	3/23/17	3/24/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
48667	3/23/17	3/23/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
48601	3/22/17	3/22/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
48582	3/22/17	3/23/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
48499	3/22/17	3/22/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
48431	3/22/17	3/22/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
48166	3/20/17	3/20/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
48142	3/20/17	3/20/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
48182	3/20/17	3/23/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
47957	3/19/17	3/19/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
47921	3/18/17	3/18/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer
47916	3/18/17	3/18/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoareateing tips to customer
47915	3/18/17	3/18/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoareateing tips to customer
47874	3/18/17	3/18/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
47759	3/17/17	3/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoanswering tips to customer

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

47739	3/17/17	3/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
47734	3/17/17	3/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
47579	3/16/17	3/17/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue	
47482	3/16/17	3/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
47473	3/16/17	3/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
47600	3/16/17	3/20/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue	
47570	3/16/17	3/17/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue	
47429	3/16/17	3/17/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
47422	3/15/17	3/21/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful	
47392	3/15/17	3/15/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	changing tips to customer
47358	3/15/17	3/15/17	Phone	Answering machine isn't taking messages	Unable to duplicate issue	
47335	3/15/17	3/15/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	ansolving tips to customer
47170	3/14/17	3/14/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
47059	3/14/17	3/14/17	Phone	Answering machine isn't taking messages	Customer resolved issue on their own	
47116	3/14/17	4/20/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful	
47015	3/13/17	3/13/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
46842	3/12/17	3/12/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
46795	3/11/17	3/11/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
46738	3/10/17	3/10/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
46698	3/10/17	3/10/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
46521	3/9/17	3/9/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
46486	3/9/17	3/9/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
46465	3/9/17	3/9/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue	
46352	3/8/17	3/8/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
46167	3/7/17	3/8/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue	
46119	3/7/17	3/7/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue	
46088	3/6/17	3/6/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
45951	3/6/17	3/6/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	lling tips to customer
45890	3/5/17	3/5/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
45790	3/3/17	3/5/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
45723	3/3/17	3/3/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
45452	3/1/17	3/2/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
45485	3/1/17	3/17/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue	
55022	4/29/17	5/1/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
55017	4/29/17	5/16/17	Phone	Answering machine isn't taking messages	Exchanged customers phone with a new unit which resolved the issue	
54935	4/28/17	5/20/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	essaging tips to customer
54778	4/28/17	4/28/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
54777	4/28/17	4/28/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
54696	4/27/17	4/27/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
54642	4/27/17	4/27/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
54591	4/27/17	4/27/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	honing tips to customer
54552	4/27/17	5/30/17	Phone	Answering machine isn't taking messages	Exchanged customers phone with a new unit which resolved the issue	
54526	4/26/17	4/26/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	ansolving tips to customer
54439	4/26/17	4/27/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
54507	4/26/17	5/7/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful	
54470	4/26/17	5/15/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful	
54108	4/25/17	4/25/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
53862	4/24/17	4/24/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
53825	4/23/17	4/23/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
53715	4/21/17	4/21/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	honing tips to customer
53611	4/21/17	4/21/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
53547	4/21/17	4/25/17	Phone	Answering machine isn't taking messages	Exchanged customers phone with a new unit which resolved the issue	
53495	4/20/17	5/10/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	laling tips to customer
53385	4/20/17	4/20/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	noting tips to customer
53381	4/20/17	4/20/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
53229	4/19/17	4/19/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
53161	4/19/17	4/19/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue	
53148	4/19/17	4/27/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
53089	4/18/17	4/19/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
53066	4/18/17	4/18/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	ansolving tips to customer
52984	4/18/17	4/18/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
53019	4/18/17	4/19/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
52824	4/17/17	4/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	etting tips to customer
52808	4/17/17	4/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
52779	4/17/17	4/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
52568	4/14/17	4/14/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
52514	4/14/17	4/14/17	Phone	Answering machine isn't taking messages	Exchanged customers phone with a new unit which resolved the issue	
52398	4/14/17	4/14/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
52182	4/13/17	4/13/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	anoting tips to customer
52166	4/13/17	4/21/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
52038	4/12/17	4/12/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
52020	4/12/17	4/12/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
51997	4/12/17	4/13/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue	
52146	4/12/17	4/16/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue	
51931	4/11/17	4/11/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
51761	4/11/17	4/11/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
51732	4/11/17	4/13/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
51612	4/10/17	4/10/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer
51448	4/9/17	4/9/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoot	ing tips to customer
51438	4/9/17	4/9/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	icemailing tips to customer
51453	4/9/17	4/9/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
51420	4/8/17	4/9/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected	
51267	4/7/17	4/12/17	Phone	Answering machine isn't taking messages	Customer resolved issue on their own	
51213	4/7/17	4/7/17	Phone	Answering machine isn't taking messages	Customer Care provided troublesho	nsolving tips to customer

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

51225	4/7/17	4/8/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
51350	4/7/17	4/20/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
50991	4/6/17	4/6/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
50932	4/6/17	4/18/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
50841	4/5/17	4/7/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoaning tips to customer
50716	4/4/17	4/4/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonoting tips to customer
50608	4/4/17	4/4/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoumbering tips to customer
50576	4/4/17	4/4/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
50425	4/3/17	4/3/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
50337	4/3/17	4/18/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
50365	4/3/17	4/24/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
50319	4/2/17	4/2/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
50285	4/1/17	4/1/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
60374	5/31/17	5/31/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoutgoinging tips to customer
60338	5/31/17	5/31/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoutgoinging tips to customer
60328	5/31/17	6/1/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
60270	5/31/17	5/31/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
60240	5/31/17	6/6/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
60157	5/31/17	5/31/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
59984	5/30/17	5/30/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
60091	5/30/17	6/12/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
59931	5/30/17	6/1/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
59673	5/26/17	5/26/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
59608	5/26/17	5/26/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoumbering tips to customer
59578	5/26/17	5/26/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
59503	5/25/17	5/25/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
59473	5/25/17	5/25/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
59337	5/25/17	5/25/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoelping tips to customer
59315	5/24/17	5/24/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
59198	5/24/17	5/24/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
59126	5/24/17	5/24/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
59208	5/24/17	5/24/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
58996	5/23/17	5/23/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
58845	5/22/17	5/22/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoannoting tips to customer
58762	5/22/17	5/22/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
58758	5/22/17	5/22/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
58831	5/22/17	5/26/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
58867	5/22/17	6/1/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
58681	5/21/17	5/21/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
58677	5/21/17	5/21/17	Phone	Answering machine isn't taking messages	Unable to duplicate issue
58672	5/21/17	5/21/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
58653	5/21/17	5/21/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
58618	5/20/17	5/20/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
58585	5/20/17	5/20/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
58522	5/19/17	5/19/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoansweringing tips to customer
58474	5/19/17	5/19/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
58457	5/19/17	5/19/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoocemailing tips to customer
58438	5/19/17	5/19/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
58252	5/18/17	5/18/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoaptioning tips to customer
58183	5/18/17	5/18/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoping tips to customer
58083	5/17/17	5/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
58081	5/17/17	5/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoocemailing tips to customer
58054	5/17/17	5/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooring tips to customer
58046	5/17/17	5/17/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
57974	5/17/17	5/22/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
58017	5/17/17	6/8/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
57881	5/16/17	5/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
57813	5/16/17	5/16/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
57806	5/16/17	5/19/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
57766	5/16/17	5/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonoting tips to customer
57757	5/16/17	5/16/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoansweringing tips to customer
57839	5/16/17	5/18/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
57920	5/16/17	6/1/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
57790	5/16/17	5/17/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
57590	5/15/17	5/15/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
57527	5/15/17	5/15/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
57674	5/15/17	5/22/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
57587	5/15/17	5/25/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
57536	5/15/17	5/16/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
57413	5/12/17	5/12/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
57377	5/12/17	5/12/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
57191	5/11/17	5/11/17	Phone	Answering machine isn't taking messages	Reference only
57147	5/11/17	5/11/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
57131	5/11/17	5/11/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
57060	5/11/17	5/11/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
56987	5/10/17	5/15/17	Phone	Answering machine isn't taking messages	Customer resolved issue on their own
56982	5/10/17	5/10/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
56856	5/10/17	5/10/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
56721	5/9/17	5/9/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshoessagesing tips to customer
56716	5/9/17	5/14/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
56673	5/9/17	5/9/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
56651	5/9/17	5/9/17	Phone	Answering machine isn't taking messages	Exchanged customers phone with a new unit which resolved the issue
56552	5/9/17	5/9/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshonsweringing tips to customer
56390	5/8/17	5/8/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer

56383	5/8/17	5/8/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
56349	5/8/17	5/8/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
56290	5/8/17	5/8/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
56400	5/8/17	5/22/17	Phone	Answering machine isn't taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
56265	5/7/17	5/7/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
56216	5/6/17	5/8/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
56206	5/6/17	5/6/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
56110	5/5/17	5/5/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
56054	5/5/17	5/5/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
56004	5/5/17	5/5/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55989	5/5/17	5/5/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
55985	5/5/17	5/7/17	Phone	Answering machine isn't taking messages	Test call resolved customer issue
55908	5/4/17	5/4/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55684	5/3/17	5/3/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55665	5/3/17	5/3/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55645	5/3/17	5/5/17	Phone	Answering machine isn't taking messages	Brief tutorial of phone features with customer resolved their issue
55581	5/3/17	5/3/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55656	5/3/17	5/25/17	Phone	Answering machine isn't taking messages	Exchanged customers phone with a new unit which resolved the issue
55512	5/2/17	5/3/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
55465	5/2/17	5/2/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55419	5/2/17	5/2/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55392	5/2/17	5/2/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55363	5/2/17	5/2/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55347	5/2/17	5/5/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
55253	5/1/17	5/1/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55241	5/1/17	5/1/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
55138	5/1/17	5/2/17	Phone	Answering machine isn't taking messages	Technical issue identified and corrected
55128	5/1/17	5/1/17	Phone	Answering machine isn't taking messages	Customer Care provided troubleshooting tips to customer
18333	6/2/16	6/7/16	Phone	Answering machine won't play messages	Customer Care was able to provide technical assistance which resolved the customers issue
18407	6/3/16	6/3/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
18599	6/8/16	6/8/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
18611	6/8/16	8/1/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
18615	6/8/16	6/8/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
18746	6/11/16	6/11/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
18885	6/14/16	6/14/16	Phone	Answering machine won't play messages	Customer Care was able to provide technical assistance which resolved the customers issue
18895	6/14/16	6/14/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
18914	6/15/16	6/15/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
19053	6/16/16	6/16/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
19059	6/16/16	6/16/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
19164	6/17/16	6/17/16	Phone	Answering machine won't play messages	Customer Care was able to provide technical assistance which resolved the customers issue
19252	6/20/16	6/20/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
20062	6/30/16	6/30/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
20061	6/30/16	6/30/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
19802	6/28/16	6/28/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
19626	6/24/16	6/24/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
19584	6/23/16	6/23/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
21719	7/28/16	7/28/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
21490	7/26/16	7/26/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
21408	7/25/16	7/25/16	Phone	Answering machine won't play messages	Test Call resolved issue
21209	7/21/16	7/21/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
21199	7/21/16	8/5/16	Phone	Answering machine won't play messages	Customer Care was able to provide technical assistance which resolved the customers issue
21099	7/20/16	7/20/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
21078	7/20/16	7/20/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
21031	7/19/16	7/19/16	Phone	Answering machine won't play messages	Customer Care was able to provide technical assistance which resolved the customers issue
20944	7/18/16	2/28/17	Phone	Answering machine won't play messages	Customer returned phone
20841	7/15/16	7/15/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
20823	7/15/16	7/15/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
20795	7/14/16	8/30/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
20771	7/14/16	7/14/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
20753	7/14/16	7/14/16	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer</

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ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

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ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

[illegible]

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

56309	5/8/17	5/9/17	Phone	Answering machine won't play messages	Customer Care was able to provide technical assistance which resolved the customers issue
56478	5/8/17	5/25/17	Phone	Answering machine won't play messages	Unable to make contact with customer
56283	5/8/17	5/13/17	Phone	Answering machine won't play messages	Customer Care was able to provide technical assistance which resolved the customers issue
56246	5/7/17	5/7/17	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
56072	5/5/17	5/5/17	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
55804	5/4/17	5/4/17	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
55691	5/3/17	5/3/17	Phone	Answering machine won't play messages	Customer Care provided troubleshooting tips to customer
55287	5/1/17	5/1/17	Phone	Answering machine won't play messages	Customer Care was able to provide technical assistance which resolved the customers issue
18277	6/1/16	6/10/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18281	6/1/16	6/1/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18288	6/1/16	9/8/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
18322	6/2/16	8/11/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
18311	6/2/16	6/2/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18312	6/2/16	6/18/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
18401	6/3/16	6/4/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18371	6/3/16	6/3/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18389	6/3/16	6/3/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18425	6/4/16	6/4/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18430	6/6/16	6/6/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18444	6/6/16	6/6/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18466	6/6/16	6/6/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18486	6/6/16	6/8/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
18540	6/7/16	6/8/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18500	6/7/16	6/7/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18513	6/7/16	6/7/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18556	6/7/16	6/15/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
18679	6/9/16	6/23/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18634	6/9/16	6/9/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18672	6/9/16	6/9/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18788	6/13/16	6/14/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18804	6/13/16	6/13/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18819	6/13/16	6/13/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18845	6/14/16	7/6/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18842	6/14/16	6/15/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
18846	6/14/16	6/14/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18868	6/14/16	6/14/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
18901	6/14/16	6/14/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19010	6/16/16	6/21/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19075	6/16/16	6/16/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
19085	6/16/16	6/16/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19135	6/17/16	7/8/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19234	6/20/16	7/8/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19300	6/20/16	6/24/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19336	6/21/16	6/21/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
19385	6/21/16	6/21/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
19406	6/22/16	6/22/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
19441	6/22/16	6/22/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19536	6/23/16	6/23/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19548	6/23/16	6/23/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
19589	6/23/16	7/7/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19603	6/23/16	6/27/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
19606	6/23/16	6/23/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
19632	6/24/16	9/12/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19663	6/24/16	6/24/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
19681	6/24/16	8/15/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19792	6/27/16	6/29/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19804	6/28/16	7/8/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19819	6/28/16	6/29/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19927	6/29/16	7/14/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19946	6/29/16	6/29/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
19961	6/29/16	10/11/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
19971	6/29/16	6/29/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20022	6/30/16	7/1/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20051	6/30/16	7/19/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20043	6/30/16	7/6/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20090	7/1/16	7/1/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
20100	7/1/16	7/1/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20114	7/1/16	7/1/16	Phone	Can't make and/or receive calls	Test call made, issue resolved
20132	7/2/16	7/5/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20145	7/2/16	10/13/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
20224	7/5/16	7/8/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20281	7/6/16	7/13/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20319	7/6/16	7/8/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20388	7/7/16	8/2/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20341	7/7/16	7/7/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
20356	7/7/16	7/7/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
20360	7/7/16	7/8/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
20381	7/7/16	7/7/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
20412	7/8/16	7/8/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
20478	7/8/16	7/8/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
20491	7/9/16	8/2/16	Phone	Can't make and/or receive calls	Sending customer a replacement phone
20517	7/11/16	7/13/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20521	7/11/16	7/19/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20549	7/11/16	7/11/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

20580	7/12/16	7/12/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20583	7/12/16	7/12/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
20687	7/13/16	9/30/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
20701	7/13/16	8/24/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
20804	7/14/16	7/14/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
20827	7/15/16	7/15/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20884	7/16/16	12/13/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20934	7/18/16	10/11/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
20937	7/18/16	7/22/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20971	7/18/16	7/27/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20905	7/18/16	7/18/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
20950	7/18/16	9/29/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
20968	7/18/16	7/18/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
20980	7/19/16	8/24/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
21043	7/19/16	7/19/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21044	7/19/16	7/26/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21081	7/20/16	7/26/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
21143	7/21/16	7/21/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21179	7/21/16	7/21/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21183	7/21/16	7/21/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21210	7/21/16	7/21/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21212	7/21/16	7/21/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21320	7/22/16	7/22/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
21273	7/22/16	7/25/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
21322	7/22/16	7/22/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21353	7/25/16	7/25/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21529	7/26/16	8/2/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
21455	7/26/16	7/26/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21459	7/26/16	7/26/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21527	7/26/16	7/26/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21590	7/27/16	8/2/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
21584	7/27/16	10/26/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
21789	7/29/16	9/9/16	Phone	Can't make and/or receive calls	Customer returning phone
21761	7/29/16	7/29/16	Phone	Can't make and/or receive calls	Customer wanted to make international calls from outside of US. Informed customer that wasn't allowed
21913	8/1/16	8/24/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
21851	8/1/16	8/5/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
21920	8/1/16	8/9/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
22002	8/2/16	8/12/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21993	8/2/16	8/2/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
21995	8/2/16	8/2/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
22015	8/2/16	8/2/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22036	8/3/16	8/3/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22120	8/4/16	8/4/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
22138	8/4/16	8/4/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22198	8/4/16	8/4/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
22212	8/5/16	8/5/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22247	8/5/16	8/5/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22265	8/5/16	8/5/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22344	8/8/16	9/23/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
22356	8/8/16	8/29/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
22373	8/8/16	8/8/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
22381	8/8/16	8/8/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22395	8/8/16	8/8/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22487	8/9/16	9/29/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
22459	8/9/16	8/9/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22530	8/10/16	9/29/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
22544	8/10/16	8/10/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22659	8/11/16	9/29/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
22605	8/11/16	8/11/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22623	8/11/16	8/11/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22655	8/11/16	8/11/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22703	8/12/16	8/12/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22768	8/13/16	8/13/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22826	8/15/16	9/16/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
22874	8/15/16	8/26/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
22881	8/15/16	9/8/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
22862	8/15/16	8/15/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
22948	8/16/16	9/30/16	Phone	Can't make and/or receive calls	Sent out for in home visit to resolve customer issue
22908	8/16/16	8/16/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
23007	8/17/16	8/17/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
23035	8/17/16	8/17/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
23040	8/17/16	8/17/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
23093	8/18/16	8/18/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
23095	8/18/16	8/18/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
23129	8/18/16	8/23/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
23145	8/18/16	8/18/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
23209	8/19/16	8/26/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
23224	8/19/16	9/2/16	Phone	Can't make and/or receive calls	Sending customer a replacement phone
23220	8/19/16	9/15/16	Phone	Can't make and/or receive calls	Customer is returning their phone
23210	8/19/16	9/9/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
23248	8/19/16	8/22/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
23250	8/19/16	8/19/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
24022	8/31/16	8/31/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

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ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

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ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

27108	10/7/16	10/7/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
27087	10/6/16	10/6/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
27063	10/6/16	10/13/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
27057	10/6/16	10/6/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
27079	10/6/16	10/12/16	Phone	Can?t make and/or receive calls	Sending customer a replacement phone
26998	10/6/16	11/3/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26979	10/5/16	10/5/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26954	10/5/16	10/5/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26950	10/5/16	10/11/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26935	10/5/16	10/5/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26929	10/5/16	10/5/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26865	10/5/16	10/5/16	Phone	Can?t make and/or receive calls	Sending customer a replacement phone
26853	10/4/16	10/4/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26851	10/4/16	10/4/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26804	10/4/16	10/4/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26762	10/4/16	10/4/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26756	10/4/16	10/4/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26778	10/4/16	10/12/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26792	10/4/16	11/4/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26729	10/3/16	10/3/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26710	10/3/16	10/3/16	Phone	Can?t make and/or receive calls	Customer resolved issue on their own
26707	10/3/16	10/13/16	Phone	Can?t make and/or receive calls	Customer returning phone
26670	10/3/16	10/4/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26689	10/3/16	10/30/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26727	10/3/16	10/14/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26658	10/3/16	10/28/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33330	11/30/16	12/11/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33287	11/30/16	11/30/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33267	11/30/16	11/30/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33258	11/30/16	12/20/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33194	11/30/16	2/15/17	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33206	11/30/16	12/27/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33096	11/29/16	12/3/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33091	11/29/16	11/29/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33089	11/29/16	11/29/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33011	11/28/16	12/27/16	Phone	Can?t make and/or receive calls	Customer returning phone
32882	11/28/16	12/8/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32950	11/28/16	12/5/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32778	11/26/16	11/26/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
32714	11/23/16	11/23/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
32706	11/23/16	11/23/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
32687	11/23/16	12/9/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32683	11/23/16	11/25/16	Phone	Can?t make and/or receive calls	Customer is returning their phone
32558	11/22/16	11/22/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32467	11/22/16	12/2/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32397	11/21/16	11/21/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
32337	11/21/16	11/21/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
32312	11/21/16	11/21/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32203	11/20/16	11/20/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32199	11/19/16	12/15/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32147	11/18/16	11/19/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32137	11/18/16	11/18/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
32127	11/18/16	11/28/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32087	11/18/16	11/21/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31975	11/17/16	11/17/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
31973	11/17/16	11/17/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32014	11/17/16	12/20/16	Phone	Can?t make and/or receive calls	Customer is returning their phone
32012	11/17/16	11/17/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31943	11/17/16	11/23/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31796	11/16/16	11/16/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
31631	11/15/16	11/16/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
31623	11/15/16	11/15/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
31589	11/15/16	11/30/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31530	11/15/16	11/15/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31531	11/15/16	11/15/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31496	11/14/16	11/14/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
31479	11/14/16	11/14/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31373	11/14/16	11/14/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
31369	11/14/16	12/5/16	Phone	Can?t make and/or receive calls	Unable to make contact with customer
31424	11/14/16	11/30/16	Phone	Can?t make and/or receive calls	Sending customer a replacement phone
31432	11/14/16	11/15/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31283	11/12/16	11/12/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31299	11/12/16	11/12/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31288	11/12/16	11/18/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31166	11/11/16	11/11/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
31134	11/11/16	11/11/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31150	11/11/16	11/16/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31132	11/11/16	11/15/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
31015	11/10/16	11/20/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
30962	11/10/16	11/10/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
30647	11/9/16	11/9/16	Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
30565	11/9/16	11/29/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
30451	11/8/16	11/8/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved
30505	11/8/16	11/28/16	Phone	Can?t make and/or receive calls	Technical issue identified and resolved

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

30345	11/7/16	11/7/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
30259	11/7/16	11/7/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
30298	11/7/16	11/20/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
30336	11/7/16	1/30/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
30234	11/6/16	11/6/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
30043	11/4/16	11/4/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
29978	11/3/16	11/22/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
29931	11/3/16	11/14/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
29905	11/3/16	12/4/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
29903	11/3/16	11/16/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
29776	11/2/16	11/2/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
29747	11/2/16	11/7/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
29697	11/2/16	11/28/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
29662	11/1/16	11/15/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
29576	11/1/16	11/1/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
29634	11/1/16	11/1/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
37403	12/31/16	12/31/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37289	12/30/16	12/30/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37271	12/29/16	12/29/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37252	12/29/16	12/29/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37246	12/29/16	12/29/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37242	12/29/16	12/29/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37220	12/29/16	12/29/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37198	12/29/16	12/29/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37196	12/29/16	12/29/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37284	12/29/16	12/29/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
37163	12/28/16	12/29/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
37149	12/28/16	12/28/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37083	12/28/16	12/28/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37074	12/28/16	1/4/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37051	12/28/16	1/19/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
37025	12/27/16	12/27/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37023	12/27/16	1/5/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37013	12/27/16	12/28/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
37008	12/27/16	12/27/16	Phone	Can't make and/or receive calls	Customer returning phone
36996	12/27/16	12/27/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36986	12/27/16	1/17/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36954	12/27/16	1/9/17	Phone	Can't make and/or receive calls	Customer returning phone
36902	12/27/16	1/19/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36973	12/27/16	4/30/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36970	12/27/16	4/19/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36892	12/26/16	12/26/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36850	12/26/16	12/27/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
36880	12/26/16	12/27/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
36872	12/26/16	12/26/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36861	12/26/16	1/7/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36830	12/24/16	12/24/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36813	12/23/16	12/23/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36810	12/23/16	12/23/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36808	12/23/16	12/23/16	Phone	Can't make and/or receive calls	Test call made, issue resolved
36794	12/23/16	1/20/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36793	12/23/16	1/23/17	Phone	Can't make and/or receive calls	Unable to make contact with customer
36786	12/23/16	12/23/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36752	12/23/16	12/23/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36771	12/23/16	12/31/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
36721	12/22/16	1/23/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36684	12/22/16	1/3/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36648	12/22/16	12/22/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36700	12/22/16	1/15/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36613	12/21/16	12/21/16	Phone	Can't make and/or receive calls	Sending customer a replacement phone
36600	12/21/16	12/21/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36419	12/20/16	12/21/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36411	12/20/16	12/20/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36379	12/19/16	12/20/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36402	12/19/16	12/27/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36261	12/19/16	1/3/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36373	12/19/16	2/6/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
36223	12/17/16	12/17/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36213	12/17/16	12/17/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36224	12/17/16	12/27/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36171	12/17/16	12/26/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36068	12/16/16	12/16/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
36036	12/16/16	12/16/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
35781	12/15/16	12/15/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
35739	12/14/16	12/14/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
35611	12/14/16	12/24/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
35288	12/13/16	12/13/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
35286	12/13/16	12/13/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
35224	12/12/16	12/16/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
35200	12/12/16	12/16/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
35143	12/12/16	12/13/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
35136	12/12/16	12/13/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
35248	12/12/16	12/13/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
35074	12/12/16	12/13/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

35013	12/11/16	12/11/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
35002	12/11/16	12/24/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34955	12/10/16	12/10/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
34790	12/9/16	12/9/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34754	12/9/16	1/23/17	Phone	Can't make and/or receive calls	Customer resolved issue on their own
34718	12/9/16	12/9/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34697	12/9/16	12/9/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
34859	12/9/16	12/21/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34855	12/9/16	12/20/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34602	12/8/16	12/30/16	Phone	Can't make and/or receive calls	Unable to make contact with customer
34406	12/7/16	12/7/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34376	12/7/16	1/14/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
34314	12/7/16	12/8/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34168	12/6/16	12/15/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34124	12/6/16	1/3/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34123	12/6/16	12/7/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34018	12/5/16	12/5/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
33880	12/5/16	12/5/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
34052	12/5/16	12/6/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
33832	12/4/16	12/11/16	Phone	Can't make and/or receive calls	Customer resolved issue on their own
33826	12/4/16	12/4/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
33797	12/3/16	12/6/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
33775	12/3/16	12/3/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
33743	12/3/16	12/3/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
33748	12/3/16	12/9/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
33714	12/2/16	12/2/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
33650	12/2/16	12/2/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
33614	12/2/16	12/2/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
33577	12/2/16	12/4/16	Phone	Can't make and/or receive calls	Technical issue identified and resolved
33617	12/2/16	1/30/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
33534	12/1/16	12/1/16	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
41327	1/31/17	1/31/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
41324	1/31/17	1/31/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
41276	1/31/17	1/31/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
41217	1/31/17	1/31/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
41126	1/30/17	1/30/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
41046	1/30/17	1/30/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
41005	1/30/17	1/30/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40940	1/30/17	1/30/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
41009	1/30/17	3/4/17	Phone	Can't make and/or receive calls	Customer returning phone
41114	1/30/17	2/7/17	Phone	Can't make and/or receive calls	Unable to make contact with customer
41074	1/30/17	1/31/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40897	1/29/17	1/29/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40857	1/28/17	4/1/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40750	1/27/17	1/27/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40733	1/27/17	1/30/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40717	1/27/17	1/27/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40696	1/27/17	2/3/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40672	1/27/17	1/27/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40665	1/27/17	2/18/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40699	1/27/17	2/2/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40465	1/26/17	2/3/17	Phone	Can't make and/or receive calls	Customer is returning their phone
40403	1/26/17	2/10/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40399	1/26/17	1/26/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40463	1/26/17	3/3/17	Phone	Can't make and/or receive calls	Test call made, issue resolved
40464	1/26/17	1/28/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40462	1/26/17	2/4/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40419	1/26/17	2/8/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40370	1/25/17	1/27/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40310	1/25/17	1/25/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40306	1/25/17	3/10/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40267	1/25/17	1/25/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40252	1/25/17	1/30/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40216	1/25/17	2/1/17	Phone	Can't make and/or receive calls	Test call made, issue resolved
40214	1/25/17	1/29/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40260	1/25/17	1/25/17	Phone	Can't make and/or receive calls	Customer is returning their phone
40130	1/24/17	1/24/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40118	1/24/17	1/27/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40102	1/24/17	1/24/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
40131	1/24/17	1/25/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40055	1/24/17	1/26/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40030	1/23/17	2/4/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
40010	1/23/17	1/23/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
39992	1/23/17	1/23/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
39965	1/23/17	1/23/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
39904	1/23/17	1/23/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
39930	1/23/17	1/31/17	Phone	Can't make and/or receive calls	Unable to make contact with customer
39977	1/23/17	2/7/17	Phone	Can't make and/or receive calls	Test call made, issue resolved
39885	1/22/17	1/22/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
39842	1/21/17	1/21/17	Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
39799	1/21/17	1/27/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
39821	1/21/17	2/6/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
39673	1/20/17	1/20/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved
39659	1/20/17	1/20/17	Phone	Can't make and/or receive calls	Technical issue identified and resolved

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

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ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

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ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

[illegible]

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

[illegible]

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

[illegible]

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

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ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

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ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

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ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

[illegible]

ClearCaptions LLC,
2017 Annual Consumer Complaint Log Summary
Covering the Period from June 1, 2016-May 31, 2017

55938	5/4/17	5/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55924	5/4/17	5/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55876	5/4/17	5/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55828	5/4/17	5/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55818	5/4/17	5/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55757	5/4/17	5/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55752	5/4/17	5/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55886	5/4/17	5/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55860	5/4/17	5/22/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55867	5/4/17	6/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55730	5/3/17	5/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55710	5/3/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55680	5/3/17	5/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55554	5/3/17	5/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55542	5/3/17	5/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55667	5/3/17	5/8/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55533	5/2/17	5/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55506	5/2/17	5/2/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55492	5/2/17	5/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55475	5/2/17	5/4/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55464	5/2/17	5/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55453	5/2/17	5/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55429	5/2/17	5/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55408	5/2/17	5/2/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55304	5/2/17	5/21/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55299	5/1/17	5/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55298	5/1/17	5/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55296	5/1/17	5/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55274	5/1/17	5/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55257	5/1/17	5/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55232	5/1/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55219	5/1/17	5/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55108	5/1/17	5/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55086	5/1/17	5/1/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55084	5/1/17	5/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved